

QUALITY POLICY

The management and staff of the **MIE Sustainable Energy Sdn. Bhd (MIESE)** are dedicated to achieving excellence in whatever we do. In order to continuously increase customer satisfaction, we will adhere to all legal and customer criteria and produce products that either match or surpass our client's expectations in terms of value, technical assistance, quality, and delivery. Implement a **Sustainable Biomass Chain of Custody (COC) Management System (SCMS)**, in accordance with the requirements of the **Programme for the Endorsement of Forest Certification-Chain of Custody (PEFC-COC)**, as well as promote the continuous improvement of its effectiveness. **We are committed to ongoing development in every aspect of our company.**

QUALITY OBJECTIVES

We will:

1. Continually improve customer satisfaction,
2. Prevent nonconforming product from reaching our customers
3. Improve on-time delivery to our customers

To accomplish the above and create a sustainable organization, we will also continually:

1. Reduce internal product non-conformance
2. Improve the quality and delivery performance of our suppliers
3. Improve the effectiveness and efficiency of internal processes
4. Improve the effectiveness of our Quality Management System



YUSA' HASSAN
Chief Executive Officer
1 February 2023