

Quality & Customer Service Policy

Consistent delivery of the highest quality integrated engineering services to the oil and gas, shipping, marine infrastructure and associated industries is Akbar Traders LLC.'s principle objective.

Our commitment to quality and to delivering professional service and product to our customers is fundamental to our business success.

To implement this policy and maintain our commitment, management and staff will:

- Establish, document, implement and maintain a quality management system with measurable objectives and targets and continuously improve its effectiveness;
- Provide the infrastructure and resources needed for quality, including personnel and their education, training, skills and experience;
- Define and communicate quality responsibilities and authorities;
- Understand customer requirements prior to commencing any work;
- Develop and maintain integrated communication processes;
- Develop and continually review our quality objectives and the strategies that underpin them;
- Regularly audit and review the quality management system to ensure its ongoing suitability, adequacy, effectiveness and evolution;
- Meet or exceed customer needs and expectations whilst complying with all legal and contractual Obligations; and
- Ensure quality issues and non-conformances are resolved, leading to continual improvement of our quality system and operating practices.

Akbar Traders LLC. Recognizes that building value for its employees & customers is underpinned by the Quality of its products. This requires the total commitment and cooperation of management and staff – a unified approach.

It is the responsibility of all individuals to enhance our reputation as a customer focused company that consistently delivers the highest quality.

Better than expected.

Akbar A. Badri
Managing Director