

# QUALITY POLICY

3C METAL USA Inc

## QUALITY MANAGEMENT SYSTEM

The continuing policy of 3C Metal USA is to provide high-quality engineering, procurement, fabrication, and installation of high-pressure piping, industrial piping, and structures to clients in the oil and gas industry. Our commitment to quality is central to everything we do, ensuring we meet and exceed customer expectations and deliver value to all stakeholders.

The purpose of our Quality Policy is to establish a structured framework that enables us to:

- Consistently satisfy and exceed our customers' expectations in terms of product quality, pricing, and timely delivery.
- Drive continual improvement in productivity and operational efficiency across all areas of the company.
- Promote sustainable growth and long-term success for the organization

To achieve these goals, 3C Metal USA is committed to maintaining a Quality Management System (QMS) that complies with the requirements of ISO 9001:2015. Our QMS is designed to foster continual improvement and to establish quality objectives aligned with our strategic direction and organizational context.

### Key Objectives:

- **Product Quality and Compliance:** Continuously improve product quality by ensuring conformity to customer requirements and adherence to applicable statutory and regulatory standards.
- **Customer Satisfaction:** Enhance our proactive approach to understanding and exceeding client expectations.
- **Workplace Safety and Housekeeping:** Improve safety and housekeeping within our yard and workshop to ensure a safe and efficient working environment.
- **Operational Efficiency:** Increase the efficiency of production equipment and processes, minimizing waste and optimizing resource use.
- **Training and Development:** Provide ongoing training and development opportunities to our personnel to ensure skill enhancement and alignment with industry best practices.
- **Continual Improvement:** Commit to the ongoing improvement of our QMS, ensuring it remains effective and relevant to our changing needs.
- **Employee Engagement:** Encourage and act upon personnel suggestions to foster a culture of innovation and collaboration.
- **Commercial Efficiency:** Continuously improve the commercial effectiveness of 3C Metal USA in both existing markets and new industrial sectors.
- **Internal and External Audits:** Conduct regular internal audits and engage third-party audits to ensure compliance and identify areas for further improvement.

Top management ensures that risks and opportunities affecting the QMS are identified and addressed. By proactively managing these, we enhance customer satisfaction, improve operational performance, and mitigate potential disruptions.

3C Metal USA is dedicated to reinforcing our reputation with existing customers in the oil and gas sector while expanding our services into new industrial markets through innovation, high-quality service, and operational excellence.

Houston, Texas  
10 January 2024  
Doc No: AM-01-QM-01, Rev: A

Dejan Zigic

  
**Dejan Zigic**  
President

