



ARIFA LAUNDRY

ARIFA LAUNDRY (M) SDN BHD

Company Registration No. 1419073-H

QUALITY POLICY

Process Owner: Management (Director)

Intended Users: Arifa Laundry (M) Sdn Bhd - All Employees and Business Associates

Last updated: July 2026

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1. PURPOSE

- 1.1. Arifa Laundry (M) Sdn Bhd is committed to delivering commercial laundry services that consistently meet or exceed the requirements of its customers in the hospitality and healthcare sectors. This policy sets out the company's commitment to quality at every stage of its operations.

2. SCOPE

- 2.1. This policy applies to all employees and to every stage of the laundry process, including collection, sorting, washing, drying, finishing, packing and delivery.

3. QUALITY COMMITMENTS

To achieve consistent quality, the company commits to the following:

- a) Understand and meet the agreed requirements of each customer.
- b) Process linen to consistent standards of cleanliness and finish.
- c) Inspect every batch before it leaves the facility.
- d) Maintain machinery and equipment in good working order.
- e) Employ trained and competent staff at every stage.
- f) Use appropriate detergents and processes for each fabric and soil type.
- g) Measure performance and act on customer feedback and complaints.
- h) Pursue continual improvement and, where appropriate, recognised quality certification.

4. IMPLEMENTATION

- 4.1. Quality is built into the process through defined work procedures, checks at each stage, and prompt corrective action when a standard is not met. Turnaround times and quality are monitored against customer requirements.

5. RESPONSIBILITIES AND REPORTING

- 5.1. Management sets quality objectives and provides the resources to meet them. Every employee is responsible for the quality of their own work. Quality issues and customer complaints are reported to management and addressed without delay.

6. EFFECTIVE DATE

This policy is approved by the Director of Arifa Laundry (M) Sdn Bhd and is effective from the date shown on the cover.