

QUALITY POLICY

Mitsubishi Elevator Hong Kong Co. Ltd. is committed to providing professional services in system design, supply, installation, modernization, maintenance and repair of lifts, escalators and passenger conveyors. The Company believes that its business success depends upon its ability to meet requirements of customers and to maintain their satisfaction.

We are committed to improving performance continually by focusing on customer's needs, meeting customer's requirements, working in compliance with government regulations and continually improving on the effectiveness of the quality management system. In this respect, we have developed this policy to guide business activities towards a continual improvement direction in achieving customer satisfaction.

As a tool to enhance effectiveness, quality objectives are established and reviewed. We believe that the key of achieving quality objectives is all-round staff involvement. Through the publication of this policy in this Manual and other communication channels, all employees are to understand and work in accordance with this policy. To guide all employees in their daily works, a process-based quality management system has been implemented.

To maintain customer satisfaction and drive continual improvement through effective application of the system, we are to review the continuing suitability, adequacy and effectiveness of the quality management system.

August 2024