



## QUALITY POLICY

It is Monarch Steel's policy to manufacture and distribute Buildersware products and Household goods that conform to stated specifications and satisfy customers in terms of ***consistent quality, timely delivery and agreed quantity.***

To achieve the above, Monarch Steel Division shall:

- ❖ **Maintain** an effective Quality Management System through the active engagement of all employees.
- ❖ **Ensure** that adequate resources are available to implement, maintain and improve the Quality Management System.
- ❖ **Ensure** compliance with applicable regulatory, legislative and statutory requirements.
- ❖ **Engage** applicable interested parties by promoting open communication and engagement that is driven by the QMS.
- ❖ **Set**, implement, monitor and review objectives that ensure continued sustainability and improvement.
- ❖ **Ensure** that external suppliers and service providers meet organization's procurement requirements.
- ❖ **Monitor** and adequately address issues affecting organization's performance and existence.
- ❖ **Manage** risks and opportunities affecting the QMS by routinely identifying, assessing and controlling business risks, occupational safety/health risks and environmental aspects/impacts resulting from Monarch Steel's products, services and activities.
- ❖ **Develop** an attitude of "doing it right the first time" to all activities.
- ❖ **Continuously** strive to improve products, manufacturing and distributing processes so as to enable Monarch Steel Division to meet the ever-changing needs of customers through the creative involvement of all employees and all other interested parties.
- ❖ **Review** regularly the Quality Management System to ensure its continued suitability to meet organisational objectives, goals, customer needs and expectations.

This Quality Policy Statement shall be communicated and shared with all staff, through awareness training and human capital development programs, to enable staff to contribute effectively towards its achievement.

F MAWOVERA  
MANAGING DIRECTOR  
10 MARCH 2023

S CHIROSHO  
WORKERS COMMITTEE CHAIRPERSON  
10 MARCH 2023



## SCOPE OF THE QUALITY MANAGEMENT SYSTEM

The following internal, external, interested parties, processes and products are covered by our Quality Management System:

### 1. Internal Issues

Leadership style, Human Capital, Company Policies, Resources and Equipment, Systems Management, Organizational Culture, Human Resource/Discipline  
Skills/Competences, Operating Capital, ICT - Technology

### 2. External Issues

Technology, Government (Legal and Other), Competition, Economy, Customers Regulators, SAZ - Certification Board, Suppliers, Debtors, Political Environment, Safety, Health and Environmental Issues.

### 3. Interested Parties

National Social Security Authority (NSSA), Environment Management Authority (EMA), Zimbabwe Revenue Authority (ZIMRA), National Employment Council (NEC), Registrar of Companies, Bulawayo City Council (BCC), Medicines Control Authority of Zimbabwe (MCAZ), Utilities, Zimbabwe Electricity Supply Authority (ZESA), Bulawayo City Council (BCC).

### 4. Organizational Units of Monarch Products and activities

Aluminium windows and doors manufacturing, Steel door and doorframe manufacturing, Steel window manufacturing, Wheelbarrow manufacturing, Solar geysers manufacturing, Kitchen units manufacturing, Electrical and Gas Appliances, Hardware Trunks, Sales and Marketing, Maintenance, Quality Assurance, Human Resources, Finance, Purchasing and stores, Information Technology, Despatch and Warehousing.



**5. Products:** Manufactured between Khami road and Waverly Street Thorngrove, Bulawayo, Zimbabwe

HouseWares	BuildersWares
<p>Gas and Electrical Appliances</p> <p>Fitted and Free-standing kitchen units</p> <p>Stainless steel sinks</p> <p>Electric Tea urns</p> <p>Kitchen &amp; school furniture</p> <p>Hardware Trunks</p> <p>Office furniture</p>	<p>Steel Windows &amp; Door frames</p> <p>Aluminium Windows &amp; Door Frames</p> <p>Solar Water heaters</p> <p>Wheelbarrows</p> <p>Fly screens</p> <p>Galvanized hardware</p> <p>Hardware</p>

*Please note that the company does not have control over external issues and external interested parties but may have an influence on them. These are included for monitoring purposes.*

This scope has been made available to all who have an interest in what we do through our company website [www.tregerproducts.co.zw](http://www.tregerproducts.co.zw)



10 March 2023

.....  
**Managing Director**

.....  
**Date**

**Rev No: 05**