

QUALITY POLICY AND OBJECTIVES

Quality Policy

Nextgreen Pulp & Paper Sdn. Bhd. is dedicated to providing high-quality products to our customers. Our company is committed to:

- 1) Complying fully with all ISO 9001:2015 requirements.
- 2) Ensuring customer satisfaction by delivering value products and services with professionalism.
- 3) Ensuring that we pursue continuous improvement of our Quality Management System (QMS) across the organization.

Quality Objectives

Function	Relevant OP	Quality Objective	Target	Data to Collect
Sales & Marketing	Customer satisfaction	Enhance overall customer satisfaction.	Achieve an 80% positive feedback rate from customer satisfaction surveys by addressing customer concerns promptly.	Customer satisfaction survey
Inventory & Stock	Improve competitiveness of the product	Maintain an adequate stock level for finished goods.	Monthly inventory monitoring ensures that inventory levels do not exceed upper and lower limits.	Stock list & sales inventory information.



		Reduce errors and ensure stock count and ordering accuracy.	To reach 98% stock accuracy.	Compare stock list
Supply chain	Supplier Quality, Cost Competitiveness, Delivery.	Cost savings through improved payment terms	Negotiate pricing and implement better payment terms with suppliers to achieve cost savings and optimize cash flow.	Supplier contract
		Increase supplier options	Ensure at least three supplier quotations for each procurement need to enhance competitiveness and support cost-effective decision-making.	Quotations evaluation record
		Supplier performance review	Conduct regular reviews of supplier performance to maintain quality standards, ensure reliability, and strengthen supplier relationships.	Supplier evaluation record
QA/QC	Quality Control & Assurance	Minimize product rejection and customer returns	To achieve a monthly quality acceptance rate of more than 95% for Paper Outgoing	Outgoing Inspection CAR.

			Inspection.	
			Reduce customer complaints to 1 case per month.	Data analysis.
Production	Improve process productivity. Improve equipment & machine maintenance.	To reduce paper repulping	Yield rate for paper for > 97%	NGPP production data
HR	Training	To provide all employees with comprehensive training annually	To ensure at least 80% of the training outlined in the training plan is provided to the staff.	Training plan evaluation records



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Ts. Dr. Lim Kah Yen
 Executive Director
 Nextgreen Pulp & Paper Sdn. Bhd.