



Quality Management System

SUBJECT	: Quality Policy	REFERENCE	: QMS01
		REVISION	: 00
ORIGINATION DATE	: 24/10/2025	REVISION DATE	: 24/10/2025
ORIGINATOR	: Xolani Mdletshe	DESIGNATION	: Group CEO & Chairperson
APPROVE BY	: Xolani Mdletshe	DESIGNATION	: Group CEO & Chairperson
APPROVAL DATE	: 24/10/2025		

1. Purpose and Scope

The purpose of this Quality Policy is to outline Xolani Emporium's commitment to providing quality products and services.

Quality Policy applies to **all Xolani Emporium**, its subsidiaries, management and staff in all its operating sites.

2. Policy Statement

Xolani Emporium, its subsidiaries, and management are committed to producing and delivering **quality products and services** to customers and clients.

We promise to uphold this commitment by:

- **Customer Focus and Satisfaction:** Knowing and understanding exactly what the customers and clients need, and designing products and services that meet those needs
- **Affordability:** Providing products and services at **market prices**, affordable to customers and clients
- **Leadership Commitment:** Having leadership and management that is committed to quality **operational excellence**
- **Process Excellence:** Implementing processes that ensure quality operation and production of products and services
- **Competence:** Training our staff to competently carry out duties at all operational and production activities
- **Regulatory Compliance:** Meeting all **applicable statutory and regulatory requirements** related to our products, services and operations
- **Continual Improvement:** Maintaining and continually **improving the effectiveness** of our Quality Management System to enhance our performance and customer satisfaction

This policy provides the framework for setting and reviewing our annual quality objectives.

We actively seek to document, and analyse customer and client feedback to inform product and service improvements. Feedback mechanisms, including surveys, reviews and direct engagement – are embedded into our operational processes to ensure responsiveness and continuous learning.

Our commitment to quality is inseparable from our ethical values. We uphold Ubuntu, recognizing the dignity and interconnectedness of all stakeholders – and embrace diversity tolerance as a cornerstone of inclusive excellence. These principles guide our conduct, decision-making and service delivery.

We measure the effectiveness of our Quality Management System through key performance indicators such as customer satisfaction scores, audit outcomes, SOP compliance rates and staff competency assessments. These metrics are reviewed during management reviews and used to guide continual improvement.

Quality Policy shall be communicated to all employees and stakeholders through induction, training and internal platforms. It shall be reviewed annually during the Management Review process to ensure continued relevance and effectiveness.