

Quality Policy

At UPSCALE, quality is accorded highest priority to stay competitive and to enable supply of cost effective products and services to the customers. This is reflected in our commitments and actions to our internal & external customers. To achieve this, we seek to create an environment that encourages all our employees and suppliers to prevent defects and strive for excellence.

We at UPSCALE have set up a Quality Management System that ensures minimal bureaucracy and documentation, allowing for quicker decision-making and implementation. These principles are successfully integrated into the quality management system by utilizing a site-based management and process approach that includes:

Understanding current and future customer needs, meeting all customer requirements and striving to exceed customer expectations.

- Establishing clear leadership to achieve unity of purpose and for a positive work environment that lets UPSCALE employees grow, perform and achieve the company's goals by making them their own.

- Involving all UPSCALE employees, at all levels, in achieving our quality standards, as they are the essence of our organization.

- Managing activities and related resources to achieve the desired results.

- Identifying, understanding and managing interrelated processes as a system, thereby enabling better efficiency and quality standards.

- Constantly improving performance, making it a permanent objective of UPSCALE.

- Taking effective decisions based on analysis of data and information.

- Creating valuable and mutually beneficial relationships with contractors and suppliers.