



QUALITY POLICY

St. John Ambulance of Malaysia is committed to be a successful, established, recognized and reputable non-governmental organization for the provision of St. John Ambulance activities and administration support that have the confidence and respect of the general public and satisfying the needs of its members and officers; through the effective implementation of the ISO 9001 Quality Management System.

St. John Ambulance of Malaysia shall conduct its activities in accordance with the requirements of its quality management system; its documented procedures; the guidance and directives of the officers and members.

To achieve this goal, we, at **St. John Ambulance of Malaysia** shall be committed to comply with the requirements and continual improvement of the effectiveness of the Quality Management System by carrying out the following:

- (a) *To ensure efficiency in administrative support and compliance at all establishments.*
- (b) *To encourage and promote all works of humanity and charity for the relief of persons in sickness, distress, suffering and danger without any distinction of race, class, colour or creed;*
- (c) *To render aid to the sick and wounded in war or in peace and to provide trained personnel to give assistance to Local Government Departments or to the Armed Forces at times of emergency in peace or in war.*

The Quality Policy shall be review periodically to ensure continued suitability.

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DATO' LAI SEE MING
Commander-in-Chief
St. John Ambulance of Malaysia
Date: 1 January 2018