

Masego Inc. is committed to the position as a valuable partner for stakeholders, employees and our customers, through quality services and products, continuous improvement of products quality and processes efficiency.

In order to obtain customers confidence that planned product quality is achieved Masego Inc. Management Team has established the following strategic objectives:

- Managing customers confidence at the highest level and increase customer satisfaction by facilitating client feedback and monitoring employee work hours via the monthly status report (MSR):
- Regardless of business, assure quality of products and/or services provided, to ensure staff are providing the highest quality to customers on site. Masego will provide team leads and site leads at each site. The team leads must conduct annual employee reviews to ensure the employee's needs are being met, thereby allowing the employee to provide the highest levels of service;
- Increase overall productivity. This will be achieved by requiring PTO requests go through the team leads. This results in better planned time off and greater growth for the company;
- Discovering new opportunities by implementing new technologies and equipment in production and/or services. This will be achieved by working with partners to share ideas and technology and implementing GOVWIN:

For coordination of QMS implementation and follow-up of objectives achievement the appointment of a QMS Representative, with the authority for ensuring that processes needed for the QMS are established, implemented and maintained, and reporting to senior management on the performance of the QMS and any need for improvement(s). Your QMS Representative is James Moreland, and your Internal Auditor is Brian Quinn.

Managers of all departments are responsible for implementing QMS documentation requirements by planning, performing control and improving all activities based on approved documents.

Entire management team of Masego Inc. is fully committed in meeting customer, as well as, statutory and regulatory requirements and in continuously improving QMS and its effectiveness.



Robert Crutchfield, Jr
CEO, Masego Inc.