

## TM R&D QUALITY POLICY

The Quality Management System (QMS) policy reflects TM R&D's dedication to ensuring compliance with all imposed requirements and exceeding customer satisfaction in the fields of research, innovation and commercialisation of digital and connectivity products and solutions.

- i) Quality is important to TM R&D's business because we value our customers. TM R&D strive to provide them with products and services that not only meet but also exceed their expectations. Additionally, TM R&D is committed to continuous improvement and established a Quality Management System that provides a framework for measuring and enhancing TM R&D's performance.
  
- ii) TM R&D has the following systems and procedures in place to support total customer satisfaction and continuous improvement throughout its business:-
  - a) Regular gathering and monitoring of Voice of Customer (VOC)
  - b) Handling customer feedback procedure and ticketing system
  - c) Training and development for employees
  - d) Regular audit of internal processes
  - e) Internal procedures are reviewed regularly and documented in the Quality Management System which is made available to all employees
  - f) Management reviews are conducted to evaluate and ensure the effectiveness of the Quality Management System

We communicate this policy throughout the organisation and regularly review its effectiveness to ensure continuous improvement.

A handwritten signature in black ink, appearing to read 'Sharlene', is positioned above the printed name.

**DR. SHARLENE THIAGARAJAH**  
Chief Executive Officer  
Telekom Research & Development Sdn Bhd

Date : 01/11/2023