

QUALITY POLICY

EXPERT SERVICE LLP is a specialized expert organization providing services in the fields of non-destructive testing (NDT), leak testing of pipeline valves and fittings, industrial safety expertise, technical diagnostics and inspection of pressure equipment, as well as personnel training in occupational health and safety, industrial safety, and environmental protection.

The Management of EXPERT SERVICE LLP considers the quality of its services to be the foundation of the Company's sustainable development, customer satisfaction, and business reputation.

The Company is committed to:

- delivering high-quality services and ensuring the accuracy, reliability, and integrity of testing, inspection, technical diagnostics, and expert assessment results;
- complying with the legislation of the Republic of Kazakhstan, applicable regulatory requirements, customer requirements, and all other applicable obligations;
- ensuring impartiality, independence, objectivity, and confidentiality in the performance of all activities;
- applying a risk-based approach to improve process effectiveness and prevent nonconformities;
- continually improving inspection, testing, technical diagnostics, and expert assessment methods;
- maintaining and continually improving the Quality Management System in accordance with the requirements of ST RK ISO 9001 and GOST ISO/IEC 17025;
- ensuring personnel competence through training, professional development, and the sharing of technical knowledge and experience;
- improving the Company's overall performance through the implementation of modern technologies, efficient use of resources, and continual process improvement;
- developing mutually beneficial relationships with customers, suppliers, and other interested parties.

Our Quality Values

The achievement of our quality objectives is based on the following corporate values:

Competence – maintaining professional expertise and promoting the continuous development of our personnel.

Impartiality – ensuring objective, independent, and unbiased decision-making.

Responsibility – fulfilling our commitments to customers and other interested parties.

Confidentiality – protecting all information obtained during the performance of our activities.

Continual Improvement – continuously improving our processes, services, and Quality Management System.

Management Commitment

The Management of EXPERT SERVICE LLP accepts responsibility for implementing this Policy, providing the resources necessary to achieve the established quality objectives, and continually improving the effectiveness of the Quality Management System.

Director, EXPERT SERVICE LLP  A.S. Kenzhegaliev