



## QUALITY POLICY

At Orchid Energy, we are committed to providing our customers with drilling tools and equipment of the highest quality. We strive to exceed their expectations by consistently delivering products that are reliable, durable, and meet or exceed industry standards. Our Quality Policy reflects our dedication to quality excellence and continuous improvement in all aspects of our operations.

1. **Customer Focus:** We prioritize our customers and their needs. We actively listen to their requirements, understand their expectations, and continuously strive to deliver products that satisfy their specific needs. We are committed to building long-term partnerships with our customers by providing exceptional quality and excellent customer service.
2. **Continuous Improvement:** We embrace a culture of continuous improvement at Orchid Energy. We believe that there is always room for improvement, and we actively seek opportunities to enhance our processes, products, and services. We regularly review our quality objectives, monitor performance metrics, and implement corrective actions to ensure continuous improvement in all aspects of our operations.
3. **Employee Engagement:** Our employees are an integral part of our commitment to quality excellence. We foster a work environment that promotes employee engagement, empowerment, and continuous learning. We provide our employees with the necessary training, tools, and resources to deliver high-quality products. We encourage their active participation in quality improvement initiatives and value their input and ideas.
4. **Quality Management System:** Orchid Energy maintains a robust Quality Management System (QMS) that complies with ISO 9001 standards. Our QMS provides a framework for effectively managing quality processes, ensuring consistency, and continuous improvement. We regularly audit and review our QMS to identify opportunities for optimization and to ensure its effectiveness in achieving our quality objectives.

5. **Supplier Collaboration:** We recognize the importance of strong partnerships with our suppliers in achieving our quality goals. We collaborate closely with our suppliers to ensure the delivery of high-quality raw materials and components. We select suppliers based on their demonstrated commitment to quality and work together to establish clear quality requirements and expectations.
6. **Regulatory Compliance:** Orchid Energy is committed to complying with all applicable laws, regulations, and industry standards relating to quality management and product safety. We continuously monitor changes in regulations and standards to ensure that our products meet or exceed the latest requirements.
7. **Data-Driven Decision Making:** We believe in making informed decisions based on reliable data. We collect and analyze quality-related data to identify trends, opportunities for improvement, and to drive data-driven decision-making across the organization.

By adhering to this Quality Policy, Orchid Energy aims to continuously improve customer satisfaction, deliver products of exceptional quality, and exceed industry standards. We are dedicated to investing in our people, processes, and technologies to maintain our position as a leading manufacturer of drilling tools and equipment, trusted by our customers worldwide.

### **Quality is the foundation of our company**



**Clifford Li**

**Managing Director**

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