

Alpha Synergy Industrial Solutions LLC

SHAMS Free Zone, Sharjah, UAE | License No. 2645817.01

Quality Manual

Document No.: AS-QM-001

Revision: Rev. 01

Date: 19 May 2026

1. Introduction

Alpha Synergy Industrial Solutions LLC is a UAE-based industrial procurement and supply company registered in the SHAMS Free Zone, Sharjah. This Quality Manual defines the framework through which the company ensures consistent quality in its procurement, sourcing, and supply chain operations.

Although the company does not currently hold ISO 9001 certification, it operates in accordance with the principles of a quality management system and is committed to continual improvement of its processes and services.

2. Scope

This Quality Manual applies to all operations of Alpha Synergy Industrial Solutions LLC, including:

- Industrial procurement and sourcing
- Vendor evaluation and selection
- Order management, expediting, and logistics
- Supply of goods to oil & gas, marine, and EPC clients including Saipem
- After-sales support and client communication

3. Company Profile

Company Name	Alpha Synergy Industrial Solutions LLC
Legal Form	Limited Liability Company
Free Zone	SHAMS Free Zone, Sharjah, UAE
License No.	2645817.01
Activity	Industrial Procurement & Supply
General Manager	Mohamed Abdul Kader
Director	Mohamed Asif Anwarudeen

4. Quality Objectives

- Ensure all procured goods meet client specifications and international standards.
- Maintain a vetted supplier base with documented evaluation records.
- Achieve on-time delivery performance of 95% or above.
- Respond to client RFQs and complaints within 24 working hours.
- Continually review and improve internal quality procedures.

5. Organisational Responsibility

Quality responsibility is distributed across the organisation as follows:

General Manager	Overall quality oversight and management commitment
Finance & Administration	Document control, record keeping, compliance filing
Sales Manager	Client requirement capture, quotation accuracy, RFQ review
Procurement Officer	Supplier evaluation, PO accuracy, goods conformance
Expediting & Logistics	Delivery tracking, inspection coordination, on-time KPIs

6. Document Control

All quality documents are version-controlled and maintained by the Finance & Administration function. Documents are reviewed annually or upon a significant change in operations. Superseded documents are archived and retained for a minimum of five (5) years.

7. Continual Improvement

Alpha Synergy is committed to continual improvement through regular internal reviews, client feedback, and performance monitoring. Corrective and preventive actions are documented and tracked to closure.