

Statement on Quality

SunCity is committed to "Satisfying Customers' Expectations" in all its property development projects, through the support of effective system and measure, total involvement, training and continuous improvement.

SunCity adopts the Total Quality Management System (TQMS) approach in its operations. The TQMS in SunCity is organisation-wide and steered by top management. TQMS is applied as a way of planning, organising, improving work processes and empower each individual to doing things right the first time and every time.

5 Pillars of Total Quality Management

The TQMS model is based on the 5 Pillars of Total Quality Management: -

- **Customer Focus** (meeting requirements)
Satisfying the needs of the internal customers (employees) in order to meet the requirements of external customers.
- **Total Involvement** (taking responsibility for quality)
Everyone in SunCity is responsible for the quality of his output. Extensive time has been spent in cultivating the quality concept throughout the organisation through poster campaign, education, training and workshop.
- **Systematic Support** (leading and reinforcing)
There are continuous new resources and infrastructure to support the TQMS effort i.e. Annual Business Planning, ISO Standard Operation Manual, Work Instruction and Knowledge Portal.
- **Measurement** (monitoring quality)
Continuous measurement of the organisation's performance in relation to SunCity's objectives and measurement of individual performance in relation to quality.
- **Continuous Improvement** (preventing and innovating)
Constantly improving on ways to prevent problems and innovate to serve customers better.

Awards accredited for Quality

Sunway City Berhad

MS ISO 9001:2000 Certification for the Development of residential, commercial and industrial property. This certificate was accredited by SIRIM QAS International Sdn Bhd.



Sunway Medical Centre

Year 2005: 1st Medical Laboratory in Malaysia to be accredited ISO 15189:2004 by the Department of Standards Malaysia.



Year 2004: Certification by the Malaysian Society for Quality in Health (MSQH)

