

## **CUSTOMERS' WELFARE POLICIES**

The TPB top management ensures that the requirements of stakeholders in government and private sectors are determined and met with the goal of enhancing stakeholders' requirements and satisfaction. This commitment fully considers its Citizen's Charter

TPB established a quality policy that reflects its aspirations for quality and its drive for excellence and customer satisfaction. This policy defines its commitment to comply with requirements and continually improve the effectiveness of the quality management system. It provides a framework for establishing and reviewing quality objectives. It is communicated and understood within TPB and is reviewed for continuing suitability during management review.