

Quality Assurance Manual

Quality policy

Real Relief has a holistic view on quality.

Real Relief is in the business of developing, manufacturing, sourcing, marketing, selling and distributing articles for development, aid and relief purposes. We see our quality assurance system as one of the most important tools to secure delivery of the right product, at the right place, at the right time and at the right price.

Product development: We want to minimize the time to market and guide the development in the direction of the most suitable and sustainable solutions.

Manufacturing: We will ensure that quality is an integral part of the product. We adhere to a zero defect goal strategy.

Marketing and sale: We promise speedy and reliable replies and easy access to necessary and valuable information.

Logistic: We will, through continuous performance evaluation, make sure that goods are handled efficiently and reliably, ensuring that customer expectations in terms of speedy delivery are met.

Quality Assurance System

To achieve our quality related goals, we have created a system that builds on the principles of Lean 6 Sigma.

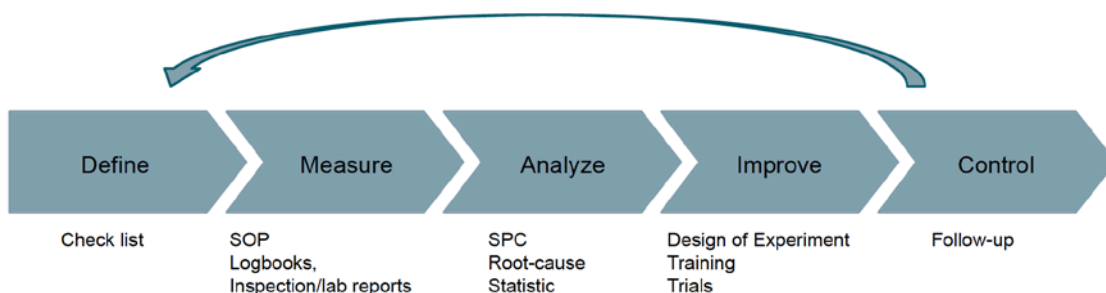


Figure 1: Real Relief Quality Assurance System

Operational

The corner stone in the system is the Quality Matrix, which among others **define** what and where to measure including the allowed tolerance. The Real Relief QA System ensures that when our Core Products leave our factories they fulfil the specifications listed in the Quality Matrix.

Every **measure** mentioned in the Quality Matrix will be recorded in the Quality logbooks or internal inspection reports. In order to build quality into our Core Products during the manufacturing process, SOP's for each sub-process of the manufacturing process has been established. These SOP's will ensure that everyone involved in the manufacturing process has a common view on how the process should be handled.

For each order a Certificate of Quality (COQ) will be issued stating the key quality figures.

The data from the logbooks and inspections reports is used to **analyse** the variations in the processes, enabling us, via Statistical Process Control (SPC), to concentrate our efforts on the out of scope deviations and to **improve** the process.

Visual Management is an important tool in improving the manufacturing processes. All relevant information regarding the quality is highlighted in the production so that the staffs are aware of the quality status and members of our QC teams are on a regular basis on site in the production in order to train and coach the operators. The QC teams will also perform the internal inspection together with workers and managers from production.

After implementation of any solutions, we **control** that it has the expected beneficial impact.

Quality organisation

The Quality organisation is shown in the figure below. All roles & responsibilities are clearly defined and the staff has received relevant training in the Real Relief Quality System.

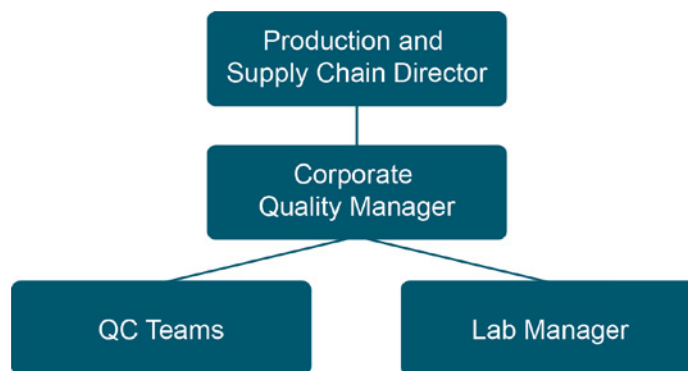


Figure 2: Quality Organization

On ground we are involving the employees who are directly in contact with the manufacturing process, by communicating the content of this QA manual, the relevant SOP's and targeted training activities. This is an important task for the QC teams.

Visual Management is used to support the zero defect goal strategy. We use charts and sign posts to focus the attention of the workers on targets and improvements. Visual management consolidates messages about company strategy and targets, providing a consistent message about what should be done and why.

Complaint procedure

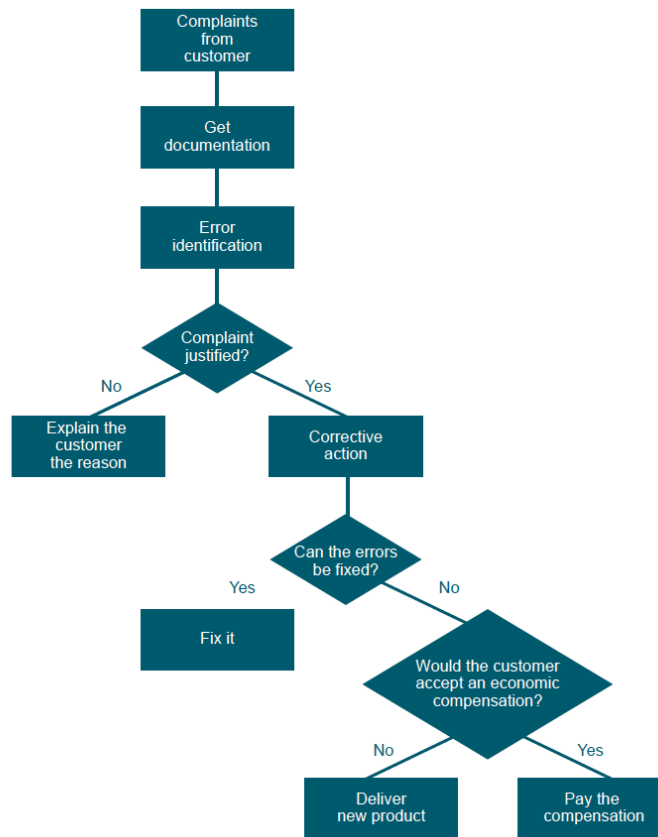


Figure 3 Complaint procedure

All complaints are handled directly by Real Relief management.

Core Products under Real Relief Quality Assurance

- DuraNet[®], LLIN
- Lifeshelter[®], refugee shelter solution
- Lifewell[®], water filter
- Firestopper[®], fire extinguisher
- Sunlife[®], solar powered products
- ZIP/Boilex[™] cooking fuel and stoves
- Sleeping mats
- Rapid diagnose testing kits
- Corrugated Galvanized Iron sheets, CGI's
- Hygiene kits
- Shelter kits