QUALITY MANAGEMENT SYSTEM OVERVIEW & DOCUMENT CONTROL PROCEDURE

Quality Procedure

Al Khobar Stockist Warehouse & Distribution Facility

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Quality Management System Overview & Document Control Procedure

Diode maintains a documented Quality Management System (QMS) appropriate to its role as a stockist and B2B distributor of engineering products. The QMS comprises the Quality Policy Statement, this procedure, supporting quality procedures, a Document Master List, and operational quality records, structured around the plan-do-check-act cycle common to internationally recognized quality frameworks such as ISO 9001, scaled to the size of Diode's operation.

QMS Structure & Responsibilities

Role	Quality Responsibility
General Manager / Proprietor	Overall accountability for quality performance; approves Quality Policy and objectives; chairs Management Review; allocates resources for quality improvement.
Warehouse & Operations Supervisor	Day-to-day implementation of receiving inspection, product release, and stock control; first point of contact for quality issues on the warehouse floor.
HSE & Compliance Function	Maintains QMS documentation, Document Master List, supplier evaluation records, complaint log, and corrective action tracking; coordinates responses to customer quality evaluations.
Sales & Customer-Facing Staff	Review customer orders against capability before acceptance; log and escalate customer complaints and claims.

Document Control

All controlled QMS documents carry a unique document number, revision number, and effective date, and are listed in the Document Master List maintained by the HSE & Compliance function. Controlled documents are reviewed at least annually, or upon a change in operations, customer requirement, or following a quality issue.

- Only the current revision, as listed in the Document Master List, is used in operations; superseded revisions are withdrawn from circulation and archived.
- Changes to a controlled document are reviewed and approved through the same authorization route (Prepared / Reviewed / Approved) as the original issue.
- External documents referenced by the QMS (e.g., supplier certificates, customer specifications) are likewise version-controlled where practicable.

Internal Review & Management Review

Management conducts a review of the QMS at least once per year, covering: quality objectives and KPI performance, customer complaints and claims, supplier performance, corrective actions and their status, and any changes in operations or customer requirements.

A self-assessment walk-through of receiving inspection, stock control, and dispatch practices is conducted at the same frequency to confirm procedures are being followed in practice rather than only existing on paper. Outcomes, decisions, and action items from Management Review are recorded and tracked to closure, and are made available to customers and their appointed auditors on request.

Change Notification to Customers

Where a significant change occurs in Diode's manufacturing facility relationships, critical raw material suppliers, or storage location, affected customers are notified in advance where contractually required, consistent with standard supplier-quality expectations for change notification.

Legal & Regulatory References

This procedure has been developed with regard to the following legal, regulatory, and industry reference points applicable to Diode's operations in the Kingdom of Saudi Arabia. Diode does not represent certification against any external standard referenced below unless separately stated; references are used to inform internal practice.

Reference	Relevance
ISO 9001 (Quality Management Systems)	Reference framework for the QMS structure, document control, and management review approach.

Records Retained

The following records evidence the operation of this procedure and are retained for a minimum of five (5) years unless a longer period is required by contract or law, and are made available to customers, principals, and appointed auditors upon reasonable request:

- Document Master List
- Management Review minutes and action tracker
- Self-assessment walk-through records

Related Documents

- DTE-QMS-POL-01 Quality Policy Statement
- DTE-QMS-KPI-02 Quality Objectives & KPIs

AUTHORIZATION

Prepared By	Reviewed By	Approved By (General Manager)
Name: Anfal Ahmed	Name: Raeed Mohammed	Name: Mohammed Faisal

Signature: ___________________	Signature: ___________________	Signature: ___________________
Date: _______________________	Date: _______________________	Date: _______________________

Company Stamp: