

The Dusit International Quality Management System Policy

It is policy of Dusit International to be a customer-driven organization in which all operational standards, processes and measurements revolve around continuous improvement, total customer satisfaction and market positioning. To facilitate this, a quality culture must be created within the entire company with the management team of each hotel establishing a Quality Management System to ensure development and compliance with all set standards and good practices at all times.

We have the key performance indicators in place to support us in our goal of total customer satisfaction and continuous improvement throughout our businesses:

- Management commitment and support
- Total Customer Satisfaction
- Market Positioning
- Implementation and process of Operational standards and processes
- Monitoring working processes
- Preventing problems
- Continuous improvements
- Applicable requirements

The Quality Management System is communicated within the organization, understood and adhered to by all employees and interested parties.

Suphajee Suthumpun

Group Chief Executive Officer

Effective May 01, 2018