

Century International



Quality Era Award

As Executive President of the Century International Quality Era Award, it is a privilege to present this

CERTIFICATE

to

Universiti Malaysia Sarawak (UNIMAS)

in recognition of outstanding commitment to
Quality and Excellence, which merits the

CENTURY INTERNATIONAL GOLD QUALITY ERA AWARD

in the realm of Customer Satisfaction, Leadership, Strategic Planning and Benchmarking,
as established in the QC100 TQM system

Geneva, March 10, 2013

A handwritten signature in blue ink, appearing to read 'Jose E. Prieto'.

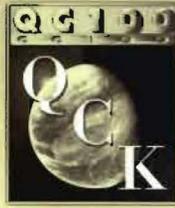
Jose E. Prieto

Executive President of BID, Business Initiative Directions



GENEVA 2013

Principles of the QC100 Total Quality Management Model



Commitment of Universiti Malaysia Sarawak (UNIMAS) to Quality

Our company accepts quality as a factor of development to become more competitive.

Universiti Malaysia Sarawak (UNIMAS) is committed to publicizing this Quality Culture with employees, suppliers, clients and the community, supported by the QC100 Total Quality Management Model, the principles of which are the following:

- 1** Quality is a consequence of valuing customer satisfaction and obtaining positive business results.
- 2** Meet the quality levels established in the company in accordance with the QC100 Points of Quality.
- 3** Encourage participation and teamwork for decision making.
- 4** Satisfy the needs of our clients and meet their expectations.
- 5** Provide human resources, both technical and economic, to achieve continuous improvement and respect for the environment.
- 6** Manage human resources in our company to achieve the maximum potential.
- 7** Make employees aware of the importance of concentration on the most profitable areas of activity, to achieve the best business results.

The achievement of these seven principles by Universiti Malaysia Sarawak (UNIMAS) will foster improvement for clients, employees, suppliers and all of the other persons who make up the company.



Geneva, March 10, 2013

General Manager
Universiti Malaysia Sarawak (UNIMAS)