



## **QUALITY POLICY AND OBJECTIVES**

Opus Industrial Services Limited is fully committed to providing products and services that meet or exceed the expectations and the needs of our customers. The objective as a Group is to provide our Customers the highest standard of service, utilising our experienced professional employees supported by a good management team.

In order to define the quality services offered, each individual process, which directly affects the services we provide to our Customers, forms a part of our Quality Management System. This system is a vital component in ensuring that the requirements of the International Quality Standard BS EN ISO 9001:2008 are achieved. The Group shall set and monitor objectives in the following business areas:-

- Safety
- Quality
- People
- Marketing/Cost
- Process
- Continual Improvement

The Quality Management System will be structured to enable its understanding by all Employees, whilst being flexible enough to cover all activities identified within our Quality Management System Scope and to adapt to individual customers needs.

The focus of the Quality Management System is to ensure that customer's needs are Known; understood and achieved, resulting in customer satisfaction and loyalty. For us to continually achieve this objective we regularly review our working practices to provide the highest level of Customer satisfaction in every aspect of our business. In doing so, we aim to work closely together and strive towards achieving shared objectives.

The managing director is responsible for ensuring that all employees understand and fulfill the Quality Management System requirements, which affects their work. Through this approach the service we provide to our Customers will always consider the most cost-effective solution to their needs.

We are striving towards total adherence to our quality standards, to achieve this we will be constantly monitoring and upgrading our policies and procedures, including audits, customer feedback, and management review process, to ensure continual improvement of the Group policies, procedures and objectives.

Neil Kerr  
**Managing Director**  
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