

## QUALITY POLICY

The overarching objective of OMS is to supply its customers with the exact raw inputs that it requires to produce quality ships whilst making the purchasing process as seamless and efficient as possible. OMS has established a QMS in order to ensure that the company:

- Meets or exceeds the requirements and expectations of its customers.
- Continuously monitors, measures and improves customer satisfaction.
- Continuously monitors, measures and improves its own performance.

To meeting these objectives, OMS seeks to manage the effective implementation of their quality-focused procurement services by maintaining an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

As such, all employees of OMS Technical are committed to the following:

- Establish measurable quality and business objectives that are consistent with the context and strategic direction of the organisation and address risks and opportunities associated with them;
- Enhance customer satisfaction through continual improvement of its products, services and the quality management system. To achieve this, OMS will:
  - Be responsive to customer's needs.
  - Provide effective procurement solutions.
  - Adhere to and champion industry standards, regulations, and legislation surrounding quality and safety.
  - Ensure effective and efficient use of resources.
  - Meet or exceed customer requirements.
  - Enhance customer satisfaction through a feedback process.
  - Continually improve its products, services, and QMS
  - Identify improvement opportunities and implement them where possible.
- Monitor and measure the effectiveness of its business processes and objectives through management reviews and the internal audit process;
- Proactively seek feedback from customers on how well its services meet their requirements and set objectives for continual improvement;
- Analyse the causes of any complaint or problem, and take appropriate action to prevent recurrence;
- Select and work closely with approved suppliers who enable the organisation to create and deliver a reliable performance;



- Recruit employees who are customer-focused and support them with appropriate training and systems to ensure their competence always meets the organisation's requirements;
- Provide a work environment that promotes the wellbeing of its employees and encourages positive teamwork;
- Encourage all employees to identify problems and make suggestions to improve all aspects of the organisation's products/services and business processes;
- Ensure that all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System;

The continual improvement of the organisation's Quality Management System is fundamental to the success of its business, and must be supported by all employees as an integral part of their daily work.

Signed on behalf of Mark Hetherington:

*Mark Hetherington*

Position: Managing Director

Date: 02/02/2020