



Quality Policy

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1. QUALITY POLICY

The management of OPERATIONAL EXCELLENCE (OPEX) GROUP LTD. is operating under the control of a quality management system along the lines laid down in ISO9001: 2015 standard. It is our strategic direction to operate a successful and profitable business based on satisfying our clients' needs and expectations.

It is company policy to obtain client satisfaction by:

1. Responding promptly and accurately to customer inquiries and orders
2. Objectives will be set and approved at the management review, where these will be allocated an owner and dedicated time-based control
3. A constant pursuit of quality, value and reliability in the products and services the company supplies to its customers
4. Ensuring that its management and staff are fully trained to meet the requirements of the business and its customers
5. Constantly striving to meet and where possible exceed its customers' expectations
6. Working closely with its customers and suppliers in seeking to establish the highest quality standards
7. Adopting a forward-looking view on future business decisions which may have an impact on quality
8. Training all members of staff in the needs and responsibilities of quality management
9. Addressing any identified risks and considering any opportunities

To meet the specified requirement of the customer, the company applies a quality management system in conjunction with other management controls. Responsibility for upholding this policy is company-wide under the guidance and with the assistance of the leadership team who encourage the personal commitment of all staff to address quality as part of their skill base.

It is the company's policy to operate to this Quality Management System (QMS) and consider continual improvement under the ISO9001: 2015 standard through registration and annual review.

The company complies with all applicable legislation relevant to its industry including all health and safety regulations. This policy will be made available to all interested parties by publishing on the company notice board and via our website.

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