



## Quality Management Policy

Caley Ocean Systems Ltd is committed to supplying the highest level of product and service to its customers, within the marine and oil & gas sectors. By consistently providing market leading products, we will develop customer loyalty and achieve strong business performance.

It is company policy to:

- Develop and maintain a business management system in accordance with international standards;
- Continually maintain the integrity of the management system, by providing sufficient resources;
- Work with all stakeholders, to provide products which fully meet customer requirements;
- Ensure, through training, that staff understand their role in maintaining high standards of workmanship and customer service;
- Provide employees with suitable, and achievable, objectives, as identified through the strategic objectives of the business and put in place a framework to review these at agreed intervals;
- Strive for continual improvement in performance, underpinned by the necessary financial resources.

### General Management System Objectives

The following objectives shall be monitored, and reviewed monthly, with a strategic review at annual MRT's;

- Retain certification to ISO9001:2008;
- Customer complaints shall be responded to within 1 week of receipt;
- Review our management system, at least, annually;

Signed:

A handwritten signature in black ink, appearing to read "David R Cooper".

Date:

2 Feb 2015

David R Cooper, Managing Director