

Quality Assurance Policy & Objectives

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

The following objectives will be monitored, and reviewed monthly, with a strategic review at annual Management Review:

- Implement ISO9001:2015 by August 2018
- Customer complaints shall be responded to within 1 week of receipt
- Review our management system, at least, annually

Signed



Date

16/5/18