

QUALITY POLICY STATEMENT

Optima specialise in the manufacture, supply and installation of internal glazed (including Fire rated) partitioning systems and it is our policy to place quality at the forefront of everything we do to ensure satisfied customers and compliance with applicable standards and statutory requirements.

This policy forms the basis for our quality management system and the way we operate through the development of established processes and setting of key objectives identified at management review meetings.

Optima operate an Integrated Management System that includes the requirements of ISO9001:2015, applying the principles of this quality management standard to all our activities, thereby achieving a true organisation-wide management system.

We shall develop, document and operate processes which will allow us to provide services of the highest quality and implement measurements across our business to establish the performance of our processes and to provide a basis for their continuous improvement. Our key performance indicators being:

- Client Satisfaction
- Profitability
- Safety
- Product Quality
- Supplier Performance
- Subcontractor Performance

Customer feedback shall be monitored to ensure they are completely satisfied with the products and services we provide to them and to enable us to develop and introduce new products and services based on the needs of our clients.

We shall ensure that all employees are involved in the drive for excellence in our business as we believe that the abilities, knowledge and experience of our staff are our most valuable resource and will assist staff to enhance their knowledge through the provision of training and opportunities for personal development. This will extend to any parts of our business which are outsourced.

We ensure all outsourced services are controlled and monitored such that they are fit for purpose and continue to meet Optima's high standards.

Signed



Nick Caley
Chief Executive Officer