

	Policy Quality
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GENERAL STATEMENT OF POLICY

The Management of Options Energy Group Limited believe that delivering a utilities installation project and the installation, maintenance and removal of temporary traffic management on rural and urban roads in line with NHSS 12D, which not only satisfies the customer's requirement but exceeds their expectations is paramount in providing a quality service.

To this end, senior management have developed this policy, are committed to complying with the applicable requirements of the international standard ISO 9001:2015 and have put in place a Business Management System which addresses this Standard.

Senior management understand the importance of developing the quality management system and are committed to ensuring continual improvement of the system.

Adequate resources will be put into all areas of the company's operations to ensure that works are completed on time and to the customer's satisfaction.

It is the company's intention to minimise time and material losses from poorly planned work, poor communications and inefficient operations. In order to meet this policy, objectives shall be compiled and appropriate measures put in place to deliver the objectives successfully.

In pursuit of this policy, Senior Management will ensure that customer requirements are fully understood on all contracts and adequately communicated to employees in order that the customer expectations are achieved.

Methodologies will be put in place to measure and monitor customer satisfaction and senior management will regularly review the findings and take appropriate action where necessary.

In order to ensure that all staff fully understands the importance of delivering quality assured work; the company will provide any training and instruction necessary and will monitor its effectiveness. This policy will be communicated at induction, posted on notice boards at all relevant locations and held on the company's server.

The policy will be made available to other interested parties on request.



SIGNED: -
Date: 02/01/2019

John Flannery



SIGNED: -
Date: 02/01/2019

Steve Wignall