

QUALITY MANAGEMENT SYSTEM POLICY STATEMENT

It is the policy of Omega Windows Doors & Conservatories (hereafter 'Omega') to provide 'Gold Standard' defect free services to its customers on time and within budget.

Omega operates a Quality Management System ('QMS') that has gained accreditation to BS EN ISO 9001:2008. The QMS includes aspects specific to the design, supply, installation and servicing of conservatories, windows, doors, fascias, soffits, guttering and all related building construction.

The Senior Management Team ('SMT') is committed to:

- ✓ Developing and improving the Quality Management System
- ✓ Continually improving the effectiveness of the Quality Management System
- ✓ The enhancement of customer satisfaction

The SMT also has a continuing commitment to:

- ✓ Ensuring that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
- ✓ Communicating throughout the Company the importance of meeting customer needs and legal requirements
- ✓ Establishing the Quality Policy and its objectives
- ✓ Ensuring that the management review meeting sets and reviews the quality objectives, as well as reporting on – and scrutinising - the results of Internal Audits as a means of monitoring and measuring the processes and effectiveness of the Quality Management System
- ✓ Ensuring the availability and adequacy of resources

All personnel understand the requirements of this Quality Policy and abide by the requirements of the Quality Management System.

Omega's Quality Management System, Code of Conduct, current overall objectives and related policies are displayed as symbols of commitment & reminders of the same.

Each new employee is, amongst other documentation, provided with a copy of the Company's Quality Policy Statement as part of the induction programme. All members of the workforce are issued with an amended edition of all such documentation whenever the same is changed or amended.

Omega complies with all English and EU legislation and regulations specifically related or associated to its on-going business activities.

The Company constantly monitors its quality performance and implements improvements when and as appropriate.

This Policy will be kept up to date, particularly as the Company's business changes in nature, size or scope.

Finally, this Policy and related documentation will be reviewed for continuing adequacy, suitability and compliance with prevailing legislation at management review.

	Signature	Date
Managing Director		13.01.16
Process Manager		13.01.16