



## Quality Policy

The continuing policy of OpalTec is to provide a professional and efficient service to meet all of the agreed and implied requirements of our customers. This achievement will result in securing efficiency, customer satisfaction and the enhancement of long-term profitability.


The Management Team bears the responsibility for establishing, maintaining and implementing the system for controlling those particular activities for which they are responsible. Through their example, OpalTec demonstrates that quality is the aim of all members of OpalTec. Through training and instruction, each employee will have a proper understanding of the importance of the quality management system and its direct relevance to the success of OpalTec. Equally every employee is responsible for, and will be trained to perform the duties required by his or her specific role. Further OpalTec will ensure that any sub-contractors employed for a particular function will meet specified requirements and will accept the responsibility for their work.

OpalTec has a policy of continuous improvement in line with the conditions laid down in ISO9001:2008.

The Quality Manual and the Procedures Manual accurately describes the Quality System in use within OpalTec to meet the requirements of ISO9001:2008.

The Quality System will be monitored regularly by the Management team with regular reporting of the status and effectiveness at all levels.

Ref: QM01  
Issue 2  
Quality Manual October 2016

Signed.....  .....  
Date.....9<sup>th</sup> May 2017.....  
Operations Director