

COMPANY QUALITY POLICY

The quality assurance system operated by Ortek, has been developed and implemented in accordance with the requirements of **EN ISO 9001:2008**.

The senior management shall provide resource to ensure that the standard is always adhered to. Independent verification of the company's quality management ability is provided by an external third party.

The organisation is totally committed to providing excellence in customer service. This will be achieved through a culture of continual improvement, ensuring the supply of products and service, fully conform to our customers' requirements and needs, whilst maintaining the reputation that is synonymous with the company name in the market place.

The senior management have the responsibility to ensure that all personnel engaged in tasks that may influence the quality of service to our customers, are aware of their responsibilities and obligations and are provided with adequate training and resources. It is also the responsibility of the senior management to ensure that the employees are aware of the requirements and needs of the customer. Senior management shall ensure that the organisations supplier performance is evaluated in order to maintain or improve the level of customer or other interested parties satisfaction expected of Ortek.

The senior management shall ensure that objectives and targets are set and monitored as an aid to measure the effectiveness and improvement of the quality management system. The targets and objectives of the company shall be located in the minutes of management meetings which are available to all of the employees.

The Directors and Senior Management of Ortek consider this manual and all of its supporting procedures and documents to be mandatory for all of its employees.

This quality policy will be explained to all employees and will form part of the induction programme for all new employees. The policy will be reviewed for continuing suitability at the management review meetings and shall be on display throughout the company.

ISSUE NUMBER: 01
DATE: 01/02/2009