

	MANAGEMENT SYSTEM MANUAL	November 2013
	Prepared By: DAS Approved By: JB	Issue 1

5.0 QUALITY POLICY

The OPS Partnership Limited is a member of the Storage Equipment Manufacturers Association Distributor Group and complies with SEMA DQAS.

The vision of OPS is *“Leading the industry in providing innovative cost effective first rate storage & material handling solutions, which improve our customer’s profitability & enhance our value”*.

The quality management system has been designed to be proactive, aimed at preventing non-conformities at all stages from the initial enquiry through to contract completion and beyond.

We aim to continually comply with the requirements of: **SEMA DQAS**.

Conformance to the processes as defined in the quality management system is obligatory.

Our goal is *“to achieve customer satisfaction by providing a high level quality service to deliver timely, cost efficient storage solutions to our customers”*.

To achieve this goal *“The organisation has established a framework for the setting of key objectives”, which the Directors review to ensure they are effective to the continuous improvement of our businesses”*.

John Botfield
Director



David Sheppard
Director



Date:

7th March 2014