



Quality Policy

The company believes that its market expects a high-quality product and a continually improving service. We aim to continually improve the service we provide to meet our client's requirements and expectations, and to produce finished work that we can justifiably be proud of.

The company aims to achieve the above by implementing a management system that complies with the international standard of good practice ISO 9001. As part of our Quality Management System, we are committed to meeting the requirements and expectations of our clients, as well as legal and regulatory requirements. We are also committed to the continual development of the system and ensuring it remains effective.

Only by providing an outstanding service and product quality will we achieve our aims for long term success and sustained improvement.

All personnel within the company are responsible for the quality of their work. The company provides training and has established systems to assist all personnel to achieve the standards required. While we endeavour to produce a product and offer a service that we can be proud of, we have to recognise that we may not always achieve our expected standards. When a customer complains, we are committed to investigating and rectifying all justified complaints.

The policies, processes and procedures necessary to achieve the required standards are described in our Quality Management System.

The Quality Manager is responsible for monitoring the Quality Management System and reports regularly to top management on the system's implementation, status and effectiveness.

The strategic direction for Oracle Industries is set out in the company's Mission Statement. Objectives that are aligned with the company's strategic direction and that enable us to meet our customer's requirements and expectations are listed in our Quality Objectives document.