



## Quality Policy

Ogilvie Group recognise that we must continue to provide customers with a high quality product and service, at a fair price. To this end we have established, effectively operate and maintain a Quality Management System based on the requirements of BS EN ISO 9001:2008.

It is our policy to ensure that products and services are provided in accordance with customers' specified requirements, regulatory standards and to meet given timescales, ensuring that our level of service consistently meets, or where possible exceeds our customers' expectations and requirements.

The overall intentions of the Company are:

- ▶ To achieve an efficient method of company operation and to demonstrate the company's commitment and strive for quality, by way of objective evidence to external auditing authorities, like BM Trada Certification and more importantly our customers.
- ▶ To ensure that all staff is suitably competent well trained and well informed.
- ▶ To create quality awareness together with an active attitude to continuous quality improvement among all staff within the company.
- ▶ To reduce unproductive time, faults and customer complaints. To come out of each complaint situation with a strengthened relationship with the customer.

The specific energy efficient practices which Ogilvie Construction is committed to at all levels within the Company are:

Key Performance Indicators are established to measure the critical areas which are essential for the success of the company. These are subject to review to ensure that the KPI targets are met and objectives for improvement set.

Our Quality Management System will help us reach to attain the above.

The success of this policy can only be achieved through the commitment of everyone, regardless of the duties he or she performs. Through mutual respect, personal pride and teamwork, we will strive for excellence, continually improving our services, processes and products.

We will work to be the best at what we do in every phase of our business, at every level. We hope to become an excellent company in the eyes of both our customers and employees.

■ By order of the Board  
**Ogilvie Group**

