

OAG Quality Policy Statement

OAG Ltd specialises in architectural glazing, including fire screens and doors and it is our policy to place quality at the forefront of everything we do, ensure satisfied customers, compliance with applicable standards and statutory requirements.

Key business objectives

- Uphold and support our business vision and values
- Consistently deliver outstanding quality and service to our people and partners.

OAG Ltd operates an integrated ISO Management system that complies with the requirements of ISO9001:2015, applying the principles of this quality management standard to all our activities, thereby achieving a true company-wide quality system.

This policy forms the basis for the Quality Management System section and the way we operate through the development of established processes and setting key objectives identified at our management review meetings.

We shall develop, document and operate processes which will allow us to provide services of the highest quality and implement measurements across our business to establish the performance of our processes and to provide a basis for their continuous improvement. Our key performance indicators being:

- Client Satisfaction
- Profitability
- Safety
- Product Quality
- Supplier Performance
- Subcontractor Performance

Customer feedback shall be monitored to ensure they are completely satisfied with the products and services we provide to them and to enable us to develop and introduce new products/services based on needs expressed by our clients.

We shall ensure that all employees are involved in the drive for excellence in our business as we believe that the abilities, knowledge and experience of our staff are our most valuable resource and we will assist staff to enhance their knowledge through the provision of training and opportunities of personal development. This will extend to any parts of our business which are outsourced.

We shall ensure all outsourced services are controlled and monitored so that they continue to meet both the customer requirements and OAG's high standards.

Signed:



Andy Grey
Managing Director