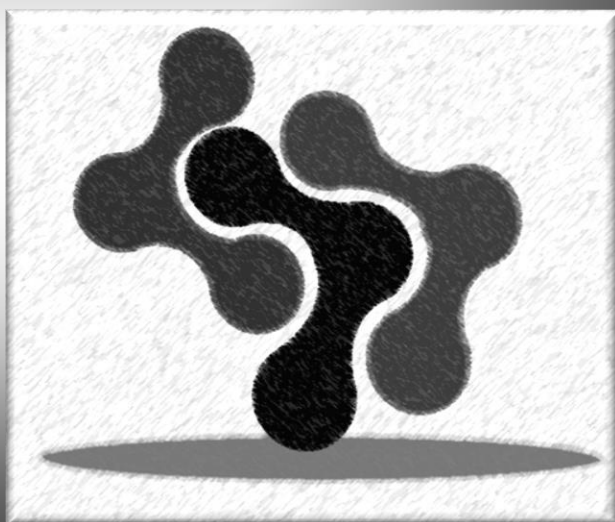


QUALITY CONTROL POLICY



**OCEF Engineering
Botswana**



OCEF Engineering Botswana

Quality Management Policy

Quality Objectives

OCEF Engineering Botswana's prime objective is to provide a professional quality service that meets and satisfies the needs of its customers and thereby ensure the success and sustainability of the business. The Company also strives to develop, maintain and enhance its reputation for the quality of the work carried out and the service provided.

Quality Policy Statement

The Quality Policy of **OCEF Engineering Botswana** is directed to fulfilling the following:

- ❖ To ensure that the Company offers the appropriate level of technical competence delivered by skilled personnel, planned and well managed projects and efficient utilisation of resources to fully meet the client's requirements from receipt of an enquiry through to the completion of work on site.
- ❖ To offer products and services that will satisfy the needs of the customer by conforming to or exceeding specifications for the work, endeavouring to ensure customer satisfaction at all times.
- ❖ To endeavour to complete all orders systematically in accordance with the specification, on time, on budget and in compliance with the customer's requirements by employing the most appropriate techniques, equipment and personnel.
- ❖ To support, train and develop all members of staff to enable them to attain and / or retain the required level of competence.
- ❖ To ensure that this policy is understood, implemented and maintained and that all members of staff are made aware of the policy and their role in implementing it training, regular communications with staff and full access to the Quality Management Manual will be made available.
- ❖ Employees are expected to report any changes to working practices to the Managers.
- ❖ It is the responsibility of the Company to comply with the Client's Quality Policy.
- ❖ Compliance with the Quality Policy is mandatory for all members of staff, and, as such, forms part of staff Terms and Conditions of Employment. Any variation can only be authorised in writing by the Director.
- ❖ Encouraging employee participation in quality related decisions
- ❖ Providing a safe work place
- ❖ Providing an environmentally – friendly work place
- ❖ Complying with statutory and regulatory requirements

Quality Assurance

The management of **OCEF Engineering Botswana** is committed to operate every aspect of the business to those standards that offer the highest possible quality of service to all clients. This is supported by a progressive management style that encourages the Quality culture throughout the Company.

All personnel have been made aware of the management commitment to this policy in particular and quality in general and are encouraged to demonstrate their own support to the system by continuous active participation.

MANAGING DIRECTOR

