



## Quality Assurance Policy

### 1. DOCUMENT INFORMATION

#### 1.1. Purpose

To document and communicate the Quality Assurance Policy of Otaga Limited and the associated organisational responsibilities to ensure this policy is implemented.

#### 1.2 Scope

This policy covers all activity carried out on behalf of Otaga Limited.

#### 1.3 Affects

This document affects all Otaga Limited employees and contractors under the control of the Company.

#### 1.4 Revision History

Rev	Date	Remarks	Author	Approved
01	30.03.10	First Issue	DD	RoK
02	17.10.2011	Headers footers, content	JNMJ	ROK

### 2.0 STATEMENT OF COMPANY QUALITY ASSURANCE POLICY

#### STATEMENT OF COMPANY QUALITY POLICY

It is the policy of OTAGA Ltd, to provide products and installations that conform to Customers' contractual requirements and expectations. In doing so the Company shall conduct its business in accordance with statutory and regulatory requirements. To achieve this OTAGA Ltd, are establishing an effective quality management system to meet the requirements of BS EN ISO 9001:2008 (The Standard) to provide supply of Electrical and associated Building Services to London and the South East by way of individual contracts, planned and reactive maintenance agreements including but not limited to Electrical, Fire alarm, CCTV, Heating, Ventilation and Air conditioning, Plumbing, Drainage, Civil and all general building works. Senior management is committed to comply with the requirements of The Standard and to continually improve the Company's quality management system.

This policy will be communicated to staff by instruction, training and supervision to ensure they understand how the relevance and importance of their activities contribute to the achievement of OTAGA Ltd's quality objectives. Quality objectives are set at annual Management Review meetings. Progress against quality objectives is monitored throughout the year and is subject to formal review as an agenda item in Management Review meeting.

To demonstrate their commitment to this policy, senior management ensure that the adequate resources are available to implement, manage, promote and review the quality system.

In implementing the quality system, OTAGA Ltd will ensure that the needs & expectations of its staff, clients, suppliers & other interested parties are considered.

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All staff performing work affecting service quality are adequately trained and competent to carry out their duties.

This policy is freely available to any person or party via our website; [www.otaga.co.uk](http://www.otaga.co.uk). Persons without access to the internet may request a copy in writing to the under-signed.

Signed \_\_\_\_\_

Director,  
OTAGA LIMITED.

Dated \_\_\_\_\_

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