

Quality Policy:

It is the policy of OHUK Limited to maintain a quality system designed to meet the requirements of ISO9001:2015 (or any other standard in line with Annex SL Structure) in pursuit of its primary objectives, the purpose and the context of the organisation, enabling continuous customer satisfaction, a stable client base and improved efficiency.

It is the policy of OHUK Limited to:

- Strive to satisfy the requirements of all our clients and interested parties wherever possible, meeting and exceeding their expectations;
- Comply with all legal requirements, codes of practice and all other requirements applicable to our activities;
- Provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met;
- Ensure that all employees are made aware of their individual obligations in respect of this quality policy;
- Maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on “risk”.

This quality policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to safeguard awareness and understanding of quality and its impact on customer service. To make sure the company maintains its awareness for continuous improvement, the quality system is regularly reviewed and updated by Management ensuring it remains appropriate and suitable to our business.

The Quality System is subject to both internal and external annual audits.