

# OMC nv - QSH-Politics

Our policy is to constantly strive to improve in order to offer high quality and safe products.

To achieve this, our company has a clear quality policy.

KPIs and measurable quality objectives have been defined. These are regularly measured, and all necessary measures are taken to eliminate deviations from these objectives.

All necessary resources have been put in place to ensure that all quality objectives are met, that risks are identified and that processes are in place to avoid similar risks in due time.

**The continuous improvement of our processes is therefore of crucial and competitive importance, which means that: the entire company organization is geared to a documented quality system and thus to the wishes and requirements of our customers.**

**All customer wishes, suggestions and complaints are thoroughly analyzed and form the basis for improving the services we offer.**

**We are committed to ensuring that our quality system meets the requirements of the ISO 9001:2015 quality standard.**

**Through quality work, we aim to create a position of trust with our customers.**

Our policy is to guarantee all our customers that they will receive the service contracted with us, and that we will also respect verbal agreements. Quality is determined by customer satisfaction and good company organization. We are therefore committed to being a transparent company, in which the customer can check the quality of our services at any time.

Our solutions comply with all applicable laws and regulations.

We will commission a totally independent organization to monitor our compliance with ISO 9001:2015 standards.

The success of our company is the result of teamwork. All our employees are aware of our objectives and are encouraged to make improvements at every stage of our processes. Our commitment extends to all our activities within the company.