

Scope

This policy outlines Od Group's (including Od Projects (Holdings), Od Solutions & Od Interiors) commitment to achieving the highest standards of quality that our clients expect. It applies to all employees as well as obtaining commitment from our supply chain to comply with our policies and procedures.

Objectives

Our clients expect the best service we can provide and our objective is to guarantee that the journey from start to final finishing touches will be stress-free and to the highest standards. We will achieve these high standards through minimal disruption, precise updates and complete quality assurance

Arrangements

We aim to achieve the above through our Business Management System (BMS) that has been certified to ISO 9001:2015 standard. This includes a commitment to meet the requirements of our clients as well as legal and regulatory requirements. We will reach these aims by following our Zero Defects process. Zero Defects is a seven-stage process that underpins our work. It is our personal guarantee that the work will be created to the highest standards. It is also our commitment to the client that we will complete the project on time and within budget.

- Stage 1 – Planning for Zero Defects
- Stage 2 – Information Release
- Stage 3 – Setting Quality Standards
- Stage 4 – Key Inspection Sign Off
- Stage 5 – Snagging & Defects
- Stage 6 – Project Finalisation
- Stage 7 – Post PC Defect Management

Responsibilities

- It is the responsibility of the Managing Director to review, approve and achieve this policy's aims
- It is the responsibility of Senior Management to ensure our objectives are achieved
- It is the responsibility of the Quality and Systems Manager to ensure the processes needed for the BMS are established, implemented, maintained and reviewed as well as report, on the performance of the BMS and any improvements needed
- It is the responsibility of all Managers to implement and enforce the processes and procedures defined in the BMS
- It is the responsibility of all employees to comply with this policy and company procedures

A handwritten signature in blue ink, appearing to read 'Jon Kearney'.

Jon Kearney
Managing Director

Date: 22/09/2020