

Quality Policy Statement

1. Policy Statement

OZMAN TEXTILE's policy is:

- To efficiently provide services at a quality consistent with a professional qualified in providing such a service as to ensure customer satisfaction.
- To pursue improvements in methods, standards, tools, etc. by setting, reviewing, and communicating Quality Objectives to develop the business and respond to changing market requirements.
- To comply with ISO9001:2015 and pursue continual improvement. OZMAN TEXTILE has achieved certification of ISO 900:2015 Quality Management System.
- To ensure that all personnel are aware of their individual roles and responsibilities within the Quality System.
- The requirements of the company's quality system, in line with 9001:2015 standards are integrated into OZMAN's Business Management System (BMS) and are mandatory and all company personnel have a responsibility and obligation to it.

2. Quality Objectives

OZMAN TEXTILE aims to provide a professional and ethical service to our clients. In order to demonstrate our intentions, we have identified the following Quality Objectives and we will endeavor to:

- Deliver our services to specification \ brief and provide a high overall performance.
- Provide a value for money service.
- Provide a high quality of service to satisfy our clients' requirements and get things right first time.
- Deliver our services on time.
- Deliver our service with full regard to Health & Safety.
- Maintain an effectively trained staff and management.
- Make a profitable return on our activities in order to fund ongoing development and growth.
- Improve efficiency through improvements in productivity.

Our Management Team will analyze customer feedback data, internal performance data, financial performance data and business performance data to ensure that our Quality Objectives are being met. We will conduct our business in an ethical and professional manner. However, should we make a mistake, we will admit it and rectify the situation as quickly as possible.

3. Management Responsibility

3.1 Management Commitment

Top management are committed to implementing and developing the Quality Management System. The methods and controls applied are outlined in specific documentation such as Quality Manual.

3.2 Customer Focus

The objective of the QMS is to ensure and enhance customer satisfaction. A key aspect of this policy is the determination of customer requirements and the measurement of customer satisfaction.

3.3 Specific Responsibility & Authority

Specific responsibilities within the organization and with reference to the quality management system are defined below:

Top Management have the ultimate responsibility for controlling, directing, and coordinating all sales and management activities throughout the organization.

Each Manager are responsible for the consolidation of existing business, the development of new business opportunities and for all technical aspects of providing services. A matrix of specialists provides various aspects of specific technical support (such as computing, contract, estimating etc) to ensure that customer requirements can be met.

The Office Manager is responsible for all aspects of day-to-day control of the running of the office and heads up the Administrative Staff.

4. Planning

Plans and objectives to improve performance are established and reviewed as part of the Quality Assurance process. Objectives are specified within QA-SOP. Key aspects of the process include:

- Objectives are measurable and consistent with the Quality Policy and established procedures,
- Objectives are communicated to relevant personnel,

5. Continuous Improvement

OZMAN Process Map in line with ISO model for Continuous Improvement:

	Inputs required	Criteria, methods, resources
PLAN	Organisation & its Context	Quality Policy / HES Policy / Code of Ethics & Business Conduct
	Needs & expectations of Relevant Interested parties; Customer requirements	
	Leadership	Management Review Roles and Responsibilities
	Planning	Risks management and opportunities register BMS objectives
DO	Support	Human Resources / Training & Motivation Infrastructure & Maintenance Document Control / Control of Records
	Operation	BPP Overall Process Map – Operational Control
CHECK	Performance evaluation	Measurement, Analysis, Internal Audit– KPI's Corrective and Preventative Action
ACT	Improvement	Continuous Improvement



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