

Quality Policy

OPTIMAL CONNECTIVITY LLC has developed and implemented a quality management system (QMS), which uses ISO 9001:2015 as a framework that allows our organization to document and improve our practices in order to better satisfy the needs and expectations of our customers, stakeholders and interested parties.

The policy of OPTIMAL CONNECTIVITY is to provide high quality products and high quality service to ensure customer satisfaction as well as statutory and regulatory compliance together with a strong customer focus and the aim for of long-term business relationships.

The quality management system describes processes and rules, delineates authorities, internal and external business relationships and responsibilities of personnel operating within the management system. Our QMS provides references to procedures and activities which are set in place to operate our company along with these standards.

The QMS manual familiarises customers and other external organizations or individuals with the controls that have been implemented and to assure them that the integrity of our quality management system is maintained and is focused on customer satisfaction and continual improvement.

Our quality management system meets the requirements of ISO 9001:2015 and uses the Plan, Do, Check and Act approach to process planning. Our QMS addresses and supports our strategies for the design, development, manufacturing, installation and services as referenced in our ISO 9001:2015 certificate.

The management team shows leadership and commitment for establishing, implementing, integrating and maintaining the QMS in a commitment to satisfy the requirements of the international standard ISO 9001:2015.

We ensure sufficient resources are made available to achieve this and ensure through communication, engagement, practical examples and training to make all members of OPTIMAL CONNECTIVITY an integral part of the QMS.

Through direction and support, each employee will have a proper understanding of the importance of the QMS, his/her responsibility in contributing to its effectiveness and its direct relevance to the success of OPTIMAL CONNECTIVITY.

Equally, every employee is responsible for and will be trained to perform the duties required by their specific role.

OPTIMAL CONNECTIVITY has a policy of promoting continual improvement and setting of quality objectives in line with the framework laid down within the ISO 9001:2015 standard. These objectives will address the risks and opportunities within the organisation as determined by top management.

The quality management system will be monitored, measured, evaluated and enhanced regularly under top management responsibility, with regular reporting and communication of the status and effectiveness at all levels.

Date: 11th March 2021

OPTIMAL CONNECTIVITY LLC