

*Optilan Quality Policy*  
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## OPTILAN QUALITY POLICY

Optilan is a Communications Company providing Communication and Telecommunication services, including design, supply, installation and maintenance systems and services into a wide range of markets throughout the world. It is a small to medium sized business with the company headquarters in Coventry. This policy covers all aspects of our business.

Optilan is committed to operating and maintaining an effective quality management system which exceeds the requirements of BS EN ISO 9001.

We recognise that the quality of our service must be of the highest possible standard if we are to meet the ever-increasing levels set by our competitors and demanded by our customers.

All of our staff will be trained to fully understand, effectively implement and maintain our quality systems.


Optilan encourages all employees to use their knowledge, experience and intelligence to assist in the implementation and continual development of the quality procedures detailed in the procedures manuals. All procedures documented are mandatory and will enable the Company to meet their quality objectives.

Regular reviews of all process and procedures are undertaken to ensure the business needs of the company are achieved and enhanced. A comprehensive management review process drives continual improvement initiatives and communicates findings throughout the company.

Customer expectations and feedback are captured through a rigorous customer satisfaction programme. Results are an integral part of the continual improvement process and form part of the criteria for defining and setting company objectives.

Optilan's Quality Policy shall be posted on the Optilan website, on display through out the Optilan offices and is available on the Optilan IT network.

Signed on behalf of Optilan Group



Mr Richard Buckland  
CEO

Issue 04

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