

Quality Policy

PURPOSE

Optima's goal is to become a market leader by providing innovative quality services during all project execution phases. Optima is committed to provide its Clients with the best value functional Criticality Analysis, Maintenance & Spares strategy builds and asset optimization services across our industry sectors.

SCOPE

This policy is applicable to all Optima entities. Optima Asset Maintenance Solutions aims to ensure that the needs of our customers are clearly understood and met through close liaison at all stages of the work. Ultimate responsibility within the company rests with the Board of Directors who are responsible for all matters pertaining to the Quality System. The Company's Quality Policy calls for continual improvement in its quality management activities and business will be conducted according to the following principles:

Optima Asset Maintenance Solutions will :-

- Consistently provide services that exceed our customer expectations.
- Ensure compliance to all applicable statutory and regulatory requirements.
- Achieve customer satisfaction by reviewing and applying customer requirements.
- To monitor and continually improve, measure and assess the QMS as defined in the Quality Plan OAMS-GEN-QUAL-001.
- Assign responsibilities and resources to meet client requirements.
- Maintain focus on customer enhancement.
- Communicate our Quality objectives and our performance against these objectives throughout the company and interested parties.
- Adopt a forward-looking view on future business decisions for risks which may have Quality impacts.

We will update and train our staff in the needs and responsibilities of Quality Management and provide the personnel and resources to ensure that the importance of meeting and exceeding customer requirements are communicated and understood throughout our organisation.

We will conduct all work to a high professional standard with technical and commercial integrity. This policy will be reviewed for continuing suitability and effectiveness at Management Reviews and as required and appropriate as defined in the Quality Plan OAMS-GEN-QUAL-001.

Signed: *M Holland* Position: Technical Authority Date: 19 February 2016

OAMS-GEN-QUAL-000