

# ORIAN SOLUTIONS LIMITED

## QUALITY MANUAL

### QUALITY POLICY

Orlan Solutions Limited (the 'Organisation') aims to provide defect free products and services to its customers on time and within budget.

The Organisation operates a Quality Management System that has gained ISO 9001 : 2015 certification, including aspects specific to its scope of certification.

The management is committed to:

1. Develop and improve the Quality Management System
2. Continually improve the effectiveness of the Quality Management System
3. The enhancement of customer satisfaction.

The management has a continuing commitment to:


1. Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
2. Communicate throughout the Organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements
3. Establish the Quality Policy and to set Quality Objectives at relevant functions, levels and processes
4. Ensure that the Management Reviews set and review the Quality Objectives, and report on the internal audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
5. Ensure the availability of resources.

The structure of the Quality Management System is defined in this Quality Manual.

All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Manual. The Organisation complies with all relevant statutory and regulatory requirements. The Organisation constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed in order to ensure its continuing suitability.

Copies of the Quality Policy are made available to all members of staff and to relevant interested parties. Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System.

Date of Issue: 16 <sup>th</sup> August 2019	Signed: 
Date of Next Review: AUGUST 2020	Print Name: A. JELINE



I N T E R N A T I O N A L

A C I T A T I O N C O M P A N Y

## ISO 9001 REGISTERED

This document certifies that the quality management systems of

### ORIAN SOLUTIONS LIMITED

1B Eden House, Wavell Drive, Rosehill Industrial Estate, Carlisle, Cumbria CA1 2ST

have been assessed and approved by QMS International Ltd to the following quality management systems, standards and guidelines:-

### ISO 9001 : 2015

The approved quality management systems apply to the following:-

THE PROVISION OF HIGH-QUALITY FACILITIES MANAGEMENT SERVICES TO THE PUBLIC AND PRIVATE SECTORS INCLUDING CATERING, BUILDING CLEANING, FIRE EXTINGUISHER MAINTENANCE, SCHOOL CROSSING PATROL AND RELATED ACTIVITIES.

Original Approval: 03 April 2014

Current Certificate: 01 July 2019

Certificate Expiry: 02 April 2021

Certificate Number: 14125117



This Certificate remains valid while the holder maintains their management system in accordance with the published standard. To check the validity and status of this certificate please email [certificates@qmsuk.com](mailto:certificates@qmsuk.com)

This Certificate is the property of QMS International Ltd and must be returned in the event of cancellation

On behalf of QMS International Ltd