



## Quality Policy

### QUALITY POLICY

The Oman Construction Company LLC (TOCO), we aim to achieve customer satisfaction through the continual improvement to the quality of our products and services we provide to our client. We will conduct all our business activities in a manner which complies with the laws and regulation of the Sultanate of Oman as well as to internationally recognised standards to which we subscribe and continually improve the effectiveness of Quality Management System.

Specifically we:

- Ensure that our Quality policy and standards are understood and followed at all levels throughout the organisation.
- Set objectives and targets, which promote continual improvement in performance.
- Provide resources to meet the intended needs in a timely manner.
- Measure appraise and report on quality performance.
- Provide appropriate training to all staff and assess their competency.
- Identify and assess business risks and opportunities including planned changes.
- Maintain open communication with clients and evaluate client satisfaction.
- Identify, investigate and analyze quality issues and take appropriate corrective action to prevent recurrence.
- Engage with sub-contractors and suppliers to ensure that their quality standards closely correspond to our own.
- Periodically review the suitability and effectiveness of this policy, our management systems targets and objectives.

This policy statement is available to all interested parties.

Mark Simper  
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