

Quality Policy

Purpose

This Quality Policy reflects our commitment to achieving and maintaining excellence in all aspects of our operations at OLKON. This policy is a core part of our approach to delivering unparalleled consulting services. The leadership of OLKON is committed to the principles of ISO 9001 and to leading the organization in meeting the high standards set out in this Quality Policy.

Scope

The policy applies to all activities and processes associated with our consulting services and covers all employees and contractors engaged in delivering these services.

Policy Statement

We are dedicated to implementing, maintaining, and continually improving our Quality Management System (OIMS), which is designed in alignment with ISO 9001 standard. Our focus is on meeting and exceeding customer expectations through exceptional service delivery.

Quality Objectives

- **Customer Focus:** We prioritize understanding and meeting our clients' needs and strive to exceed their expectations.
- **Leadership:** Our leadership team actively promotes a quality-first mindset throughout the organization.
- **Engagement of People:** We value our employees and encourage their involvement and development to enhance their contribution to quality.
- **Process Approach:** Our processes are systematically managed and continually improved.
- **Risk-based Approach:** Risks related to our services are analyzed and managed adequately.
- **Improvement:** We are committed to the continuous improvement of our QMS in line with the PDCA-cycle to enhance its effectiveness.

Compliance

All employees and contractors must comply with this policy and the requirements of OIMS. We also commit to fulfilling all applicable statutory and regulatory requirements.

Training and Awareness

We provide ongoing training to ensure that all team members understand and can effectively implement our quality standards.

Customer Satisfaction

We regularly gather and analyze customer feedback to improve our services and enhance customer satisfaction.

Policy Review and Evaluation

This policy will be reviewed annually or following significant changes to ensure it remains relevant and effective in achieving our quality objectives.

Continuous Improvement

We are dedicated to continuous improvement in our processes, products, and services. We see this as a key element in maintaining competitiveness and ensuring the success of our clients and our business.