



PRECISION | PERFORMANCE | PERFECTED

OGP UK Limited, Faraday House, Woodyard Lane, Foston, Derby, DE65 5BU
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Quality Policy Statement : Strategic Direction

Organisation Context & Quality Management System Scope

OGP UK Limited supply non-contact and multi-sensor dimensional measuring machines to the UK and Ireland. OGP UK are the sole UK representative of the OGP Inc., USA, and VICIVISION/METRIOS, Italy, range of measuring machines. These are used to evaluate a components dimensional accuracy. OGP UK provide sales, service, calibration/verification both in-house and at customers premises, along with training, applications support, and sub-contract measuring to existing and prospective customers based in the UK and Ireland.

OGP UK carry out performance verification of coordinate measuring machines equipped with image probing systems using the component approach in line with ISO 10360-7:2011 and in accordance to ISO 17025:2017 requirements.

OGP UK objective is to provide our customers with leading edge manufacturing technology coupled with a level of service and support that is equal to, or better than the factory standards.

We will, at all times, respect our customers, suppliers and colleagues and will endeavour to earn their respect by our professionalism, honesty, integrity and transparency.

OGP UK has a dedicated team of service and applications engineers to support customers in the UK and Ireland. Engineers have expertise across all industries and bring this to our customer base to help them increase inspection throughput as well as improve accuracy and repeatability.

The relationships that OGP UK have with each of our customers is one we are proud of. We continue to develop our customer relationships in a collaborative approach. We are committed to maintaining certification to ISO9001:2015 through co-operation with all our interested parties.

OGP UK are committed to continued growth, the continual improvement of our business management system and satisfy applicable requirements, including statutory and regulatory, fulfilling the company's compliance obligations and other specific commitments relative to the context of the organisation.

OGP UK will create an environment for continuous improvement in the quality of our services, involving all staff, fully utilising their skills and expertise in order to continue developing our working practices and ensuring that they are aware of the importance of identifying and meeting the needs of the customer.

We recognise that improvements in account management will help to ensure the sustainability of the company.

Certification Scope

OGP UK Limited supply non-contact and multi-probe co-ordinate measuring machines to include installation, calibration, servicing, training and application engineering.

Applicability

All clause requirements of ISO9001:2015 are applicable to the above scope, except:

8.3 Design and development of products and services as this clause element is not undertaken by OGP UK. OGP UK imports machines direct from the OEM and acts as the partner representative in the UK supplying machines to the UK and Ireland.

8.5.1 f) Control of production and service provision. The resulting output can be verified by subsequent monitoring and measurement, to validate the ability of planned results of the process for production and service provision.

Objectives

We set appropriate quality objectives and targets as part of our business management system and develop a culture that ensures continuous improvement. As part of this process we are committed to understanding the risk and opportunities that need to be addressed to give assurance that the business management system can be effective in achieving these objectives.

OGP UK makes a commitment to the following objectives:

- The management team are committed to maintaining compliance with all contractual, statutory, regulatory, and legislative requirements;
- OGP UK will determine the needs and expectations of interested parties affected by OGP UK operations including those that are the organisations compliance objectives, with the aim of customer satisfaction;
- Our individual processes will be structured into a business management system that meets the requirements for BS EN ISO 9001:2015.



- To develop a full understanding of the customer requirements. Be responsible and accountable for reviewing those requirements and obligations to the customer to ensure our capability to deliver. We will take a disciplined approach to ensure that quality objectives, customer requirements and statutory obligations are fulfilled;
- Through staff training, mentoring and development we ensure that all personnel are competent to meet their responsibilities and are competent for their area of work. Responsibilities for operational quality aspects are developed, assigned, accepted and fulfilled across all levels within the organisational structure;
- Provide financial and physical resource to achieve the requirements of this policy;
- We will manage our activities and associated resources as a series of planned processes to enable effective financial management;
- We will make informed and effective decisions on how to improve our processes and activities through evidence based decision making.

These objectives will address the risks and opportunities within the organisation as determined by the company management.

OGP UK will continually improve our business management system and business objectives, which shall be reviewed on at least an annual basis, for effectiveness and suitability against the established known expectations and where required, re-established or take the appropriate corrective action to achieve the desired results, and ensure that this information is communicated and understood throughout the organisation.

Through direction and support, each employee will have a proper understanding of the importance of the business management system function, their responsibility to contribute to its effectiveness in application and operations, and its direct relevance to the success of the organisation. The successful adoption can only be achieved by the participation and commitment of everyone at OGP UK.

OGP UK will provide an on-going staff training and development programme so that the quality policy is understood, implemented and maintained at all levels within the company and also that all personnel fully understand and implement the company's policies and objectives and are able to perform their duties effectively through an on-going training and development programme. Recognising that improving quality often requires reallocation of resources and changing working practices.

OGP UK will provide all possible assistance and achievable targets to support the learning, education and training needs of staff at all levels so that they possess the competence and know-how, technical and social, for their role within the company.

OGP UK determine appropriate levels of training and competence required for our business activities and with adequate training ensure that knowledge, skill and competence are attained and maintained.

Business Management Integrity

The directors and management will show leadership and commitment. They are responsible for establishing, implementing, integrating and maintaining the business management system. The management team will set an example by maintaining the highest standards of integrity and honesty that is expected of all our employees. The business management system will be monitored, measured, evaluated and developed, with regular reporting and communication of the status and effectiveness to the senior management.

OGP UK are committed to impartiality.^{4.1.2} Activities shall be undertaken impartially and structured and managed so as to safeguard impartiality.^{4.1.1 & 6.2.1}

OGP UK will not allow any commercial, financial or other pressures to compromise our impartiality.^{4.1.2, 4.1.3 & 6.2.1}

OGP UK will ensure that all verification staff, whether internal or external, fully understand that they are required to guarantee customer confidentiality and will not discuss matters to third parties regarding any aspect of any contract between OGP UK and our customers without a specific written authorisation from that customer and that they should familiarise themselves with the quality documentation and implement the policies and procedures in their work.^{6.2.1}

Culture of Quality

The business management system establishes a framework for addressing risk and opportunities across all aspects of our operations.

The business management system reflects the principles of the business. To manage our operations in a systematic, disciplined approach to measure effectiveness and track accountability. To drive continuous improvement, we evaluate risks and opportunities to improve the business management system through periodic review.



The provisions of the business management system are mandatory upon all employees. It is emphasised that all employees are responsible for, and directly contribute toward, the quality of our service.

OGP UK will promote equal opportunity throughout the company.

The policy statement will be reviewed annually or in response to a change in legislation or working conditions to ensure its continued relevance and adequacy. It is briefed and acknowledged by all employees on induction, following any policy changes. It will be made available to all relevant stakeholders upon request.

Chris Fulton, Director
Signature:



Date: 9th December 2022

Matt Fulton, Director
Signature:



Date: 9th December 2022



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