

## **Introduction**

At Scottech, part of the OTS Group, we are dedicated to providing superior quality products and services that meet or exceed our client's expectations. Our commitment to quality is underpinned by our adherence to the ISO 9001:2015 standard, which we integrate into our business practices to ensure continuous improvement, customer satisfaction, and operational excellence. Our organization's commitment has been communicated and applied throughout the business with the use of the quality management system (QMS). The roles, responsibilities and relevant interested parties have been communicated to the requirements of the quality management system of the international standard of ISO 9001.

## **Policy Statement**

We aim to provide products and services that consistently meet or exceed the requirements of our customers, as well as any applicable statutory and regulatory standards. By implementing preventive maintenance programs and addressing non-conformance issues, we can effectively mitigate problems. Our Landax system allows us to track and update these efforts, ensuring a focus on continuous improvement.

At Scottech, quality is the responsibility of everyone. We involve all employees in our quality management system (QMS) to create a culture where quality is a fundamental value. Employees are encouraged to report non-conformances and support continuous improvement efforts to management.

## **Customer Focus**

Our goal is to understand and meet our customer's needs and expectations by using their feedback as a key driver for improvement in both offshore and onshore operations. Regular customer satisfaction surveys are conducted, and feedback is directly used to modify processes or service delivery. At Scottech we can adjust our supply and products to suit the needs of our customers in an efficient and safe manner.

## **Leadership**

Our leadership team is committed to the (QMS), setting clear quality objectives, providing necessary resources, and promoting an environment where quality thrives, and our core values are communicated to all employees. Leadership reviews quality performance metrics in Weekly/monthly meetings to ensure alignment with strategic goals and core values.

## **Process Approach**

We manage our activities and related resources through Landax management and leadership workflow as a process to achieve the desired results more efficiently.

We map out all critical processes and use process performance indicators to monitor and optimize efficiency. Any non-conformance will be reviewed, and management will issue and use the Landax workflow of the audit process to execute any change as a continuous improvement tool.

## **Improvement**

Continuous improvement is a key principle at Scottech. We consistently review our Quality Management System for effectiveness and seek opportunities to enhance performance.

With the use of key performance indicators (KPIs) for quality objectives we will survey results and customer complaints to achieve agreed deadlines for all involved.

Decisions that impact quality are based on information obtained through data analysis and evaluation by the audit team as they prepare and collect relevant information.

<b>Responsible:</b> Mark Fraser	<b>Approved by:</b> Chris Duff	
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## Relationship Management

We value our relationship with suppliers and partners, ensuring they share our commitment to quality. Supplier performance is evaluated based on quality criteria, with regular audits to ensure compliance with our quality standards.

## Objectives/Goals

- Achieve a 100% customer satisfaction score compared to the previous annual surveys. (The 100% target is measured against the customer satisfaction scores from prior years' surveys to track improvement or maintain high performance with a satisfactory or better feedback).
- Increase Supplier Quality Performance to 100% Compliance Rate (Measurement: Evaluate supplier deliverables measured in NCRs).
- Achieve zero hurts annually. (Measured in NCRs).
- Environmental goals: no damage or emissions to the external environment. (Measured in NCRs).

## Implementation

Scottech will maintain a documented QMS that includes procedures, work instructions, and records to support our quality objectives. Through the use of the suppliers' self-declaration forms, suppliers' evaluation forms, and suppliers' level forms, Scottech can maintain the same level of quality with suppliers, ensuring the standards are maintained to Scottech's core values.

Provide ongoing training to all employees on quality management principles, specific job functions, and changes to the QMS. Conduct regular internal audits to verify compliance with ISO 9001:2016 and to identify areas for improvement. Management will review the QMS at least annually to ensure its continuing suitability, adequacy, effectiveness, and alignment with the strategic direction of Scottech.

## Review

- This Quality Policy will be reviewed annually or whenever there are significant changes to our business environment, customer requirements, or the ISO 9001 standard.

## Communication

- This policy is communicated to all employees, available to all interested parties, and displayed in key areas of our facilities for easy reference.

## References

ISO 9001

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