

QUALITY POLICY

Eurl OSCO company is developing in a constantly changing environment. Customers are demanding more and more, while competition is immense. **Eurl OSCO** takes precaution of these external restrictions and adapts to the requirements of their environment.

Eurl OSCO places the satisfaction of its customers as its main strategic objective; which allows us to ensure our sustainability through the continued profitability of our activities.

In this context, **Eurl OSCO** maintains and improves its **Quality Management System** according to **ISO 9001 version 2015**. The latter is just one step from our strategic direction to generalize and apply by its employees, with knowledge of the modern management field.

Our **quality management system**, our path, depends on our commitment to provide for operations the resources needed for its implementation and improvement.

Our policy axes are as follows:

1. Satisfying our customers by providing services in accordance with their requirements in an effective and efficient manner, as well as the legal and regulatory requirements in force in our sector of activity;
2. A commitment for the continuous improvement of our quality management system ;
3. Listen to our customers and manage their concerns through effective communication;
4. Providing our clients with qualified employees;
5. Develop the skills of our workforce and promote the managerial abilities of our executives
6. Ensuring the constant search for objective effectiveness (with a goal) for all of our process.
7. Cost containment.
8. Prioritization of hygiene, health and safety conditions for our staff
9. Permanent evaluation of all processes through an internal audit program.
10. Deal quickly and efficiently with any customer complaints.

This quality policy, which will be reviewed during the management review to verify its efficiency and consistency with our goals and strategy, will be implemented through:

- ❖ Planning quality goals defined accurately with pervasive and periodic review and development.
- ❖ Maintaining the **ISO 9001 V 2015 certificate** and ensuring compliance with its requirements.

The sharing of quality values guarantees clear communication, flexibility, customer satisfaction, profitability and the development of our employees. We are committed to implementing these values on a daily basis to ensure sustainable customer satisfaction.

Hassi Messaoud on **June 24th, 2024**



General Director