



المشرق لخدمات الري ORIENT IRRIGATION SERVICES Landscaping

QUALITY POLICY

Orient is one of the most reliable and leading Landscape services provider in UAE. We focus on providing leading services in landscaping, agriculture, water treatment, sales of specialized machinery and after sales services. Orient strives to deliver the highest value to all its clients.

Orient is committed to developing, maintaining and continually improving effective and efficient processes and systems, designed to meet and exceed ISO 9001:2008 Quality Management System requirements. Our activities are planned and performed in order to meet the needs and expectations of our Clients by consistent delivery of high quality Project Management, Product and Services Quality that meets Contractual and Legislative requirements and that which ranks with the best in the industry.

Orient will ensure this Policy is effective thorough the following objectives:

- Compliance with all relevant Industry Standards, Laws and Regulations;
- To achieve Total Customer Satisfaction by delivering projects and services conforming to specified and implied requirements of Quality, Cost and Delivery
- Ensuring that the necessary Competent Personnel, State of the Art Infrastructure and Operating Processes are in place to service the Business Needs of the Company;
- Providing Adequate Information, Training and Supervision to ensure a well trained competent workforce adopting best industry practices.
- Implementing systems for Measurement, Analysis and Improvement of Product, Services and Management System;
- Setting and reviewing effective and measurable objectives and targets for continual improvement;
- The regular Audit and review of Orient's Quality Management System Performance in order to ensure continued stability; and achieve high level of customer satisfaction.

All personnel are responsible for adhering to Orient's Quality requirements. These requirements are communicated to all members of staff and workforce through the induction program, Quality Management System Manual and Procedures relevant to each employee's duties.

Responsibility for establishing and implementing Orient's Quality Policy rests with the General Manager as advised by the Quality Management Representative who is responsible for Developing, Documenting, Implementing and Maintaining the Quality Management System based on ISO 9001:2008.


GENERAL MANAGER



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