



Quality Policy

Delancey Oilfield Supplies Ltd ("DOS") is a global provider of drilling tools, electrical equipment, valves, pumps and workwear/PPE supplies to Oil, Gas, Petrochemical and Mining industries. We specialise in providing solutions to any complex procurement and supply chain problems whilst ensuring incomparable before and after sales service. DOS is committed to consistently provide products and solutions that meet or exceed the requirements and expectations of our customers. We will actively pursue quality improvements through programs that enable us to do our jobs right the first time and every time.

We aim to achieve the above by implementing a quality management system (QMS) that complies with the international standard ISO 9001:2015. We also commit to monitor the effectiveness of our quality system and to act with integrity to continually improve our operations and to meet the requirements of our customers, as well as our legal and regulatory and any other applicable requirements. We will also monitor and continue to develop our quality system to ensure it remains effective. Only by providing an outstanding service and product quality will we achieve our aims of long term success and sustained improvement.

The scope of our QMS is **"The provision of drilling tools, electrical equipment, valves, pumps, workwear/PPE and other supplies to Oil, Gas, Petrochemical, Mining and other industries"**.

All personnel within the company are responsible for the quality of their work. DOS Limited provides training and has established systems to assist all personnel to achieve the standards required. While we endeavour to consistently meet and exceed our customers' expectations, we have to recognise that we don't always achieve our own standards. When a customer complains, we are committed to investigating the complaint and will do our best to rectify the situation and to learn from it.

The policy, organisation and procedures necessary to achieve the requirements are described in our QMS. Quality objectives of the company are agreed annually at Management Review Meetings and reviewed for effectiveness. At these meetings, we ensure that this policy and the quality objectives remain compatible with the strategic direction and the purpose and context of our organisation.

Our Quality Manager is responsible for monitoring the quality system and reports regularly to the Senior Management team on the system's implementation, status and effectiveness.

Asama Rawas

Chairman

Signature: 

Date: 30th April 2020