

2020

ONNIS LDA 
ENGENHARIA & CONSTRUÇÃO MOÇAMBIQUE

QUALITY POLICY

Issue	Issue date	Originator	Reviewed	Approved
01	May 2020	RB	RB	SO

The quality policy applies to all levels in the organization.

All deliveries will meet or preferably exceed our customer's expectations – through the entire business process, from orders to final deliveries.

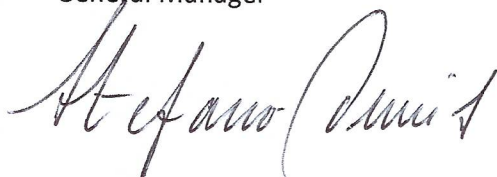
To ensure that we meet our responsibilities and obligations to our customers, our people, our partners, our suppliers and to our shareholders we are committed to the following Quality Objectives:

Deliver on-time and on-quality construction works that meet or exceed our customer's expectations.

- Identify and understand our customer's expectations, measure customer perceptions, and implement improvements to increase customer satisfaction.
- Enable and engage our people at all levels in a relentless drive to improve operational performance along the value chain from suppliers to customers.
- Increase the motivation and skills of our people to add value to our customers and our businesses, through continual training and development.
- Leverage our partners and suppliers strengths to improve our products and our businesses from product design through construction and commissioning
- Embed social responsibility and company ethics policies in our business practices.
- Continually improve environmental, health and safety performance through all products, operations, systems and services.

Eng. Stefano Onnis

General Manager



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