

OSM Quality Policy

OSM is committed to achieve customer satisfaction through a Quality Management system built on continuous review elements, both internally and with our supply base being encouraged and trained to co-operate.

Our Quality Policy is defined and strongly driven by the following management guiding principles and behaviors:

- Strong relationship with our customers, ensuring timely feedback and satisfaction survey data availability to track performance
- Continuous assessment to optimize internal procedures
- Well-defined measures and process flows to handle occurring events
- Commitment to develop our employee competence base through delegation of accountability and attention to details throughout the product lifecycle

Only by providing an outstanding service level and product quality will we achieve our aims of development sustained by client satisfaction and long term trust building.
