

1. POLICY STATEMENT

At Asset One Partners LLP, we are committed to delivering exceptional asset management consultancy, maintenance engineering and technical support that meet and exceed our clients' expectations. We aim to be leaders in enhancing asset performance and operational efficiency across the energy, transportation, and industrial sectors globally. We are dedicated to:

- **Continual Improvement:** Continuously improving our processes and systems through innovation and learning.
- **Client Satisfaction:** Ensuring high client satisfaction by providing reliable, effective solutions tailored to their unique needs.
- **Compliance:** Adhering to all applicable regulations and standards within the industries we serve.
- **Team Development:** Investing in our people to foster a knowledgeable, empowered, and motivated workforce.

This policy serves as the foundation for setting our quality objectives and reflects our commitment to maintaining the highest standards of quality and professionalism in every aspect of our business.

2. POLICY OBJECTIVES

2.1. Improvement of Operational Efficiency

- **Objective:** Increase overall operational efficiency by 20% by optimising internal processes and leveraging technology solutions by the end of each year.
- **Measurement:** Efficiency metrics based on time, cost, and resource usage.
- **Target:** 20% improvement.
- **Timeline:** Annually.

2.2. Client Satisfaction Enhancement

- **Objective:** Achieve a client satisfaction rate of at least 95% by the end of the year through improved client communication and tailored service delivery.
- **Measurement:** Client satisfaction surveys and feedback.
- **Target:** 95% satisfaction rate.
- **Timeline:** Annually.

2.3. Reduction in Non-Conformities

- **Objective:** Reduce non-conformity incidents in service delivery by 30% annually through enhanced training, coaching and stringent quality controls.
- **Measurement:** Tracking the number of non-conformities reported during audits.
- **Target:** 30% reduction.
- **Timeline:** Annually.

2.4. Team Training Completion

- **Objective:** Ensure 100% of our team members are competent in the latest asset management and maintenance engineering practices.
- **Measurement:** Completion of certification programs and internal competency assessments.
- **Target:** 100% certification.
- **Timeline:** 6 monthly.

These objectives are designed to be Specific, Measurable, Achievable, Relevant, and Time-bound (SMART), ensuring that Asset One Partners LLP not only complies with ISO 9001:2015 but also drives forward its strategic goals effectively. These objectives will be reviewed and adjusted as necessary to respond to changing market conditions, technological advancements, and client needs.



For an on behalf of Asset One Partners LLP
Roy Milne, Managing Partner
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