



Quality Policy

Concept Systems Ltd. is a leading supplier of high quality IT systems, solutions and services to the oil exploration and production industry worldwide. Our quality policy is based on understanding customer needs and striving to provide high quality tools and services which meet customer expectations. To help achieve this, Concept's management is committed to implementing a management system based on ISO9001:2000 to maintain the high levels of quality and service offered to its customers whilst also improving the efficiency and effectiveness of its internal business processes.

The management system covers all of the activities of the company and provides for the planning of businesses processes, for their resourcing and implementation, and for the analysis of data gathered through monitoring and measuring the effectiveness of the business processes in delivering the required products and services to the customer.

We supplement the policy by setting business objectives for the continuous improvement of business performance and enhancing customer satisfaction. Objectives are set by top management and reviewed annually. We provide and manage the resources necessary to deliver our Objectives, and to provide a safe and suitable work environment for our employees.

The fulfilment of policy and objectives requires the involvement and commitment of staff. To achieve this Concept employs a performance management process which identifies competency requirements for all staff, and, provides for objectives based appraisal and incentives, career development, analysis of training needs and training.

We shall ensure that this policy and related objectives are communicated to all employees and will demonstrate senior management belief in it through our own personal commitment and involvement.

Dave Moffat
S.V.P. & Managing Director
Concept Systems Ltd.
February 2007