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The Management and Employees of **Osborn Engineered Products SA (Pty) Ltd**, a manufacturer of **equipment for the mining and quarrying industries**, will provide defect-free products and services on time, every time.

In order to meet these requirements, **Osborn Engineered Products SA (Pty) Ltd** shall:

- Continually learn and understand our internal and external customer requirements
- Implement and continuously improve a Quality Management System in accordance with, but not limited to ISO 9001: 2015 requirements.
- Promote “Defect Free” awareness amongst our Contractors, Suppliers including Customers.
- Communicate to all persons working under the governance of Osborn, their expected personal responsibility and commitment towards Quality Management Systems and ensure that they receive appropriate training supported by awareness programmes.
- Comply with legal and other requirements, where applicable.