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**PURPOSE**

To describe the management commitment required for the development and implementation of the Quality Management System and to continually improve its effectiveness and to state the ways in which the management demonstrates this commitment.

**SCOPE**

Applicable to the quality management system *at the Head office and warehouse located at Dheku.*

*Warehouse at Dheku includes core and back-end services like storage, file retrieval, re-file, destruction, scanning, receiving courier and permanent removal of files from storage.*

*Head office includes centralised processes of Purchase process, Proposal to CIF Process, MR and Leadership and Recruitment and Training Process.*

**REFERENCE**

NA

**RESPONSIBILITY**

The overall responsibility for meeting the above objectives lies with the Chief Operating Officer.

**DESCRIPTION OF ACTIVITIES****1. LEADERSHIP****1.1. LEADERSHIP AND COMMITMENT****1.1.1. GENERAL**

*Top management comprises of Directors and Chief operating officer. COO is the leader who is committed to conducted the Management Review Meeting OEC-MR-MR-P-01 and the senior*

*management, comprising of the Zonal Manager, National Head Operations, and Vice President Operations are committed to the development and implementation of the Quality Management System and continually improve it's effectiveness by –*

- Taking accountability for the effectiveness of the quality management system
- Establishing the quality policy and objectives
- Ensuring the integration of the quality management system requirements into OEC's business processes and that the system achieves its intended results
- Promoting the use of process approach and risk based thinking through tools like FMEA (Failure Mode Effect Analysis)
- Ensuring availability of adequate resources
- Communicating to all personnel the importance of effective quality management system together with engaging, directing, and supporting personnel to contribute to the effectiveness of the system
- Promoting improvement
- Supporting other relevant management roles

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### 1.1.2. CUSTOMER FOCUS

The senior management communicates the importance of meeting customer requirements throughout the organization through one on one meeting's with employees, group meetings, and by establishing the Quality Policy. They facilitate in the understanding of customer requirements with the aim of enhancing customer satisfaction. This is done through meeting with customers and obtaining feedback from customers and then communicating to all concerned the specific information gathered through such reviews, meetings and feedback. The senior management also determines and addresses the risks and opportunities that may affect the conformity of products and services and OEC's ability to enhance customer satisfaction.

### 1.2. QUALITY POLICY

The Quality Policy stated in Chapter 2 has been defined by the senior management team. This policy is based on the following premise:

- It is appropriate to the purpose of OEC Records Management Company i.e. it is aligned with the Corporate purpose, specific organizational and customer requirements
- Includes a commitment to satisfy and comply with applicable requirements and a commitment to continually improve the effectiveness of the quality management system
- Provides a framework for establishing and reviewing quality objectives
- Is communicated and understood by OEC personnel
  1. Imparting training or conducting discussions with their subordinates by Branch Managers, National Operations Head, VP Operations, and respective reporting authorities
  2. Displays on boards / table tops other prominent locations
  3. Wherever required, defining documents such as processes / instructions to implement the Quality Policy.

The Policy is reviewed during management reviews to ensure continuing suitability and modified when necessary. *Functional objectives have been derived based on the quality objectives in the document no. OEC-MR-ME-I-01.*

### 1.3. ORGANIZATIONAL ROLES, RESPONSIBILITIES, AND AUTHORITIES

The authority and their interrelationship are as defined in the Organization Chart in Annexure 2 and *their roles and responsibilities have been defined in the Job Description filed with HR.*

Whenever personnel responsible for specific quality functions are not available, the immediate superior shall re-delegate their responsibilities.

Designations / roles specified are the minimum required to carry out an activity. A higher-level person in the organization structure also can carry out the same task.

The personnel have commensurate authority to execute the responsibilities designated to them. The detailed responsibilities and authorities are defined in the relevant processes. These have been communicated within the organization.

Top Management shall assign the responsibility and authority for the following:

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- Ensure that the quality management system conforms to the requirements of the International Standard
- Ensure that the processes are delivering their intended outputs
- Report on the performance of the quality management system and on opportunities for improvement
- Ensure promotion of customer focus throughout the organization
- The National head, Operations together with the Management Representative ensures that the integrity of the quality management system is maintained when changes are planned and implemented

**ENCLOSURES**

NA

**FORMATS / EXHIBITS**

NA