



QUALITY POLICY

HKO specialises in the production and marketing of a diverse range of products and services.

HKO is dedicated to Quality and in this respect has an objective to supply products and related services of optimum quality, thus ensuring full customer satisfaction whilst conforming to statutory and regulatory requirements.

The quality of HKO's products and the professionalism of our customer service are the responsibility of every HKO employee. HKO management undertakes to provide training and back-up support to ensure these objectives are met.

To support this policy and achieve our objective HKO has adopted the principles of Quality Management. A quality management system which identifies all the activities critical to the achievement of this objective has been established and introduced to the organization. The HKO organization is fully committed to comply with the requirements of the System and continually improve its effectiveness. Quality Policy and Quality Objectives shall be established, communicated and understood within the Company, and regularly reviewed at appropriate functions or department.

This policy is fundamental to HKO's operational philosophy. To ensure conformity, measure effectiveness and provide the basis for continuing improvement, periodic audits and systematic reviews are undertaken.

Adherence to the policy is essential for the long term success of HKO. Through its implementation HKO can further enhance its reputation and competitiveness as well as continue to further improve customer satisfaction.



Bertie Liu – General Manager, Hong Kong
December 2008



品質政策

香港氧氣公司專門生產、出售及提供各種不同類型的產品和服務。

公司一向著重品質。因此，本公司的宗旨，乃是向客戶提供優質的產品和有關的服務，並確保在符合一切標準及法律規格之外，同時使客戶感到絕對滿意。

香港氧氣公司每一位員工，均有責任向客戶提供優質的產品和專業的客戶服務。公司管理當局為員工提供充足的訓練，並給予支持和鼓勵，務求達至上述的目的。

為了配合品質政策，並體現本公司的工作目標，公司已採用「品質管理」原理，並設立了一套品質管理系統，檢查一切運作情況是否已符合本公司所定下的宗旨。此系統已開始在本司內實行。港氧全體員工承諾公司將會全面遵守此系統的要求，並持續改善系統的效能。公司現已制定品質政策及品質目標，並與員工溝通使他們明白其內容，亦會按需要，在適當功能會議或部門作出定期檢討。

品質政策是香港氧氣公司的基本運作宗旨。本公司已安排定期的審核和有系統的檢討工作，為確保產品符合標準，計算工作的有效性，以提供不斷改進的基本要數。

對於香港氧氣公司的長遠成就來說，緊守品質政策是必須的。本公司實施此項政策，除了可以提高公司在日後的信譽和競爭力外，還可持續改善客戶的滿意程度。

廖卓文 – 香港區總經理

二零零八年十二月