

## QUALITY POLICY

**Total Quality Consultants** is committed in implementing Services which consistently and continuously meet its customers stated and implied needs. This commitment starts from the management and prevails through out the organisation.

The company's mission is *“excellence through our service, while promoting operational efficiency and the Quality, Safety and Environmental Protection aspects of the operation of the ships of our clients”*.

The Company's Services shall bear these features and characteristics which can assure the customer that he shall receive:

- THE RIGHT SERVICE
- AT THE RIGHT TIME
- AT A RIGHT PRICE

To achieve this, the company is committed in:

- Meeting customer requirements as defined in the relevant offers and agreements.
- Developing and implementing controlled processes.
- Continual improvement of its Management System and its Operating Practices in a search for better productivity, efficiency and Service Performance.
- Complying with the requirements of ISO 9001.
- Establishing and communicating measurable & consistent objectives and performance targets to company employees.
- Identifying and addressing risks and opportunities that affect conformity of services and customers' satisfaction.
- Ensuring that each customer is treated as a unique entity, receiving a highly personalised service focused on the customer's individual needs.
- Ensuring that the Company's Human Resources are aware of, and feel responsible for, meeting the customers' needs and for fulfilling the requirements for the Quality of the Service provided.
- Providing adequate resources and training to support the effective and efficient implementation of the Company's "Management System".

The company's management is committed in implementing this quality policy through company operations. Such commitment is demonstrated by leading through example and by closely monitoring the daily operations as well as the continual improvement cycle of the company.

All Company employees are responsible for implementing the TQC MANAGEMENT SYSTEM.

The Company's Management is responsible to ensure that this Policy is understood, implemented and maintained at all levels of the Organisation.

Furthermore, the Company's Management is responsible for monitoring the effectiveness and suitability of the Quality Policy and reviewing it as may be necessary to ensure that it remains relevant, effective and appropriate to the Company's purpose and context, and supports its strategic direction. The Quality Policy must be also available to the relevant interested parties.

**GENERAL MANAGER** \_\_\_\_\_

**EFFECTIVE DATE:** 28/01/2016