

Objectives and Quality Policy 2021

21 September

CARTAGENA MARITIMA, S. A. is committed to ensuring that the quality of the services provided is a faithful reflection of the expectations of each client, in order to guarantee the success of the company in the long term. Furthermore, the Company Quality Management System plays a key role in ensuring that the service we provide to clients is continually improved.

Objectives

To offer a professional, efficient, reliable and cost-effective service, working in partnership with others, this achieves client satisfaction and enhanced market status.

To provide the service required in a safe manner meeting all specified customer requirements.

Policy

In order to achieve these objectives, the company will:

1. Develop and implement a Quality Management System (QMS) that is compliant with ISO 9001 which is appropriate to its own operation and takes account of the internal and external client services it provides.
2. Identify and provide relevant training. The proper application of the Quality Policy requires the collaboration and full integration of all the staff of CARTAGENA MARITIMA, S. A. For this reason, the motivation and training of our employees is a priority.
3. Give staff the opportunity to contribute to the improvement of the QMS. All contributions, suggestions and proposals will be examined and incorporated in order to improve the Quality Management System.
4. Require all staff to perform their duties in compliance with the QMS and company policy requirements.
5. Give the appropriate staff the responsibility and authority for ensuring that the policy is understood, implemented and maintained at all levels.
6. Comply with all legal and regulatory requirements that affect the organisation and, in particular, those related to safety at work and the protection of people, ships, goods and facilities, as well as the interests of customers and authorities.
7. Work with the QMS to deliver services to the client on-time and to specification.
8. Continually improve the QMS to enhance quality performance. CARTAGENA MARITIMA, S. A. establishes a system to analyse its critical processes and periodically sets and reviews quality objectives, collecting data that support decision-making by the Management team.

This document is communicated to all employees and relevant parties and is made available to the public. It shall be the responsibility of everyone in Cartagena Maritima to ensure that the policy is applied at all times.



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