

## Quality Policy Statement

Southampton Marine Services (SMS) strives to offer the highest standards of marine engineering and ship repair, service and support, 24 hours a day, 365 days of the year. Our key values centre on safety, quality, skilled conscientious management and a dedicated flexible labour pool complemented by immediate response and economical timely solutions to challenging problems. Commitment to the implementation of supporting integrated management system procedures is essential in realising this goal.

We believe in the principle of working together with our customers in pursuing this policy and in continually striving for improvements in service quality.

This quality policy is based on three fundamental principles:

- Ensuring that we fully identify the needs and requirements of our customers. Further, ensuring a high level of service is provided to meet those customer defined specifications, requirements and expectations whilst complying with statutory, regulatory and health and safety requirements.
- Looking at our service provision processes, identifying the potential for errors and taking the necessary action to eliminate them.
- Ensuring that all employees and representatives of SMS know how to do their job safely and correctly first time, on time.

To ensure that this policy is successfully implemented, staff will be responsible for identifying customer requirements, and ensuring that the correct integrated management system procedures are followed to meet those requirements.

Objectives needed to ensure that the requirements of this policy are met and that continual improvement is maintained, will be determined, set, monitored and reviewed during monthly management meetings (management review).

This policy shall be communicated and made available to all employees at all times. Training will be an integral part of the strategy to achieve the objectives and we shall ensure that all employees understand and fully implement these through an ongoing training and development programme.

SMS is committed to operating under the principles and disciplines of an Integrated Management System (IMS) conforming to ISO 9001:2015. The policy will be reviewed annually is freely available to the public via the SMS website at [www.sms-marine.co.uk](http://www.sms-marine.co.uk).



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