

Policy and Objectives – Quality Management System (QMS)

Gardline Ltd (GL), as defined in Scope of Organisation (POL-GAR-0003), recognises that the principal means to fulfil its service goals is to determine and meet all customer and stakeholder needs. These may be contractual, regulatory or environmental and either explicit or implicit.

To achieve these aims, the organisation has established a Company Management System (CMS) Committee to supplement the work of the Management Review Body. This committee consists of Board of Management members, the QA Manager and selected personnel. They meet on a regular and frequent basis, primarily to monitor the organisation's progress towards stated system objectives and to identify and introduce improvement mechanisms. The committee moreover has the authority to update the organisation's Policy in harmony with changing customer, legislative and other requirements.

The Policy and Management Review Body provides the framework in which senior management set quality objectives with measurable KPIs (Key Performance Indicators) by:

- Reviewing client feedback
- Monitoring client satisfaction levels
- Reviewing of internal and external set action response times
- Monitoring vessel downtime and lost time costs

The QA Manager is responsible for presenting relevant and sufficient information to the CMS Management Review Body and CMS Committee to aid in effective decision making. S/he carries out and monitors resultant action, ensures compliance with the CMS generally and actively encourages the full participation of all employees. As part of their normal duties, employees should report shortcomings and hazards, propose improvements and play an active part in consultation activities. As an additional encouragement, the Management Review Body awards cash prizes for innovation and improvement ideas that are developed and implemented.



C Vermeijden
Chief Executive Officer
Gardline Ltd

14 January 2019

Reviewed:

12 March 2021