

HUMBER WORK BOATS LTD



Quality Policy Statement

The primary objectives of Humber Work Boats Ltd are to provide a range of maritime services including marine contracting, dredging and the provision of small craft to its customers and strive for excellence in terms of quality and service. It is the policy of Humber Work Boats Ltd to provide customers with a service that complies in all respects with the requirements contained in customers' specifications and orders.

The Directors, management and staff of Humber Work Boats Ltd have embraced a commitment to comply with the requirements of the International Standard ISO 9001:2008 and to continually strive for improvement in line with the principles of this policy and objectives set against the said principles.

The ISO 9001:2008 Standard is the basis for establishing and reviewing quality objectives and is used as the foundation for continuous business improvements.

The Quality Policy is based on three fundamental principles:

1. The definition of quality as conforming to requirements, having identified very carefully the needs of our clients, or applicants and our own systems.
2. The quality management system concentrates on prevention, looking at our service provision processes, identifying the potential for errors and taking the necessary action to eliminate them.
3. The quality of service provision is based on the principle of everyone understanding how to do their job to the standard required, and doing it right first time.

Objectives needed to ensure that the requirements of this policy are met and that continual improvements is maintained in line with the spirit of the policy, will be set, determined and monitored at Management Review. The quality policy principles and related objectives will be communicated and available to staff at all times. Training will be an integral part of the strategy to achieve objectives.

J B Morton



Managing Director

Review Date 03rd February 2017