

Cory Brothers Shipping Agency Ltd
QUALITY POLICY

It is my commitment that the Management systems and processes employed throughout this organisation are designed in such a way that they offer customer satisfaction of the highest level available.

I will do this by:

- a) Taking direct accountability for the effectiveness of the quality management system.
- b) Ensuring that quality targets and objectives are established within the context and strategic direction of this organisation.
- c) Ensuring that the requirements of the ISO quality Management Systems are integrated into the organisation's business processes.
- d) Promoting the use of a process approach to our business and risk based thinking.
- e) Ensuring that there are adequate resources to meet our objectives.
- f) Engaging-personally in ensuring that we communicate the importance of the effective management system and the need to conform to quality system requirements to all members of staff.
- g) Ensuring that the management system achieves its intended results.
- h) Engaging directly and supporting persons to contribute to the effectiveness of the quality management system.
- i) Promoting Improvement.
- j) Supporting all relevant management roles in executing their responsibilities.
- k) Ensuring that customer and the applicable statutory and regulatory requirements are determined, understood and consistently met.
- l) Determining and addressing the risks and opportunities that can effect conformity of our services and the ability to enhance customer satisfaction

Together with the above strategies and my overall focus on enhancing customer satisfaction, I will ensure that any customer using our services receives a service which is incumbent of a dedicated workforce.

Kevin B Gorman – Managing Director – January 2016