



Intermaritime Certification Services (ICS)

Section: VIII
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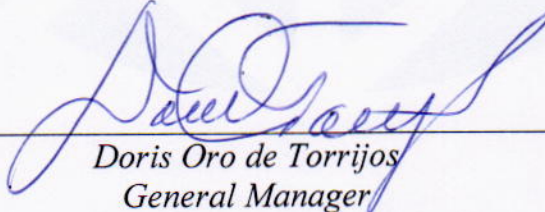
QUALITY MANAGEMENT SYSTEM QUALITY MANUAL VIII. QUALITY POLICY

Quality Policy

ICS Class promotes continual improvement of its Quality Management System (QMS) and personnel' performance to ensure the safety of navigation, safety of life at sea and prevention of pollution from ships, in compliance to the authorizations granted by the Flag State Administrations according to mandatory rules and regulations, IMO instruments and national legislation, emphasizing the continuous improvement and focused to the satisfaction of the customer and interested parties.

Quality Objectives

- 1. Promote high standards of safety of navigation, protection of property, prevention of pollution and protection of the marine environment.*
- 2. Maintain the effectiveness of Quality Management System (QMS) through continuous monitoring and measuring of the process and activities, such as the improvement of regulations with the best available technologies and operational solutions, supervision procedures and documents, personnel performance, measurements of fundamental processes, control of non-conforming services, internal audits, customer complaints, Port State Control detentions, Flag State Administration inspections and the identification of opportunities for improvement.*
- 3. Promote high levels of customer satisfaction through analyze the information from customer requirements and contract information, feedback on all delivered services, market needs and information related to competition.*
- 4. Maintain high levels of technical expertise and competence with experienced, duly qualified and trained personnel to satisfy the needs of the company and the requirements of the customer and interested parties.*


Doris Oro de Torrijos
General Manager

