



Trans-Mar Services®

G L O B A L M A R I N E S U P P L I E S



APPENDIX 2

QUALITY POLICY

The essence of the Quality Policy of “**Trans-Mar Services**” EOOD refers to the formulation of a system of managerial and organizational activities in the long-, medium- and short-term, related to constant improvement of the services offered by the company in the field of trade and supply of maritime equipment and consumables. Production, inspection and maintenance of maritime equipment and consumables, including life-saving and fire-safety equipment.

The strategy of “**Trans-Mar Services**” EOOD involves the implementation of the major quality principles, aimed at ensuring optimal efficiency of its operations, keeping the high quality of the services, thus satisfying the express and implied customer requirements, their needs and expectations.

QUALITY OBJECTIVES

„**Trans-Mar Services**” EOOD has set the following quality objectives:

Customers:

- ✓ To ensure the service quality to a level that fully complies with the customer requirements and satisfies them;

Service:

- ✓ To implement the applicable standards and specific requirements related to the service quality;
- ✓ To offer services with a high level of differentiation from the same services offered on the national and international market;
- ✓ To offer and perform services complying with the national and international legislation;

Staff:

- ✓ To ensure highly-qualified and motivated staff, as well as suitable staff training aimed at expanding its knowledge and skills;

Partners:

- ✓ To research and take into account the opportunities and perspectives for company development during quality planning, while considering the criteria of the field leaders.

Improving competitiveness

- ✓ To maintain its current market positions and gain new market niches via constant improvement of the service quality.

The manager of „**Trans-Mar Services**” EOOD takes full responsibility for the development, implementation and keeping the Quality Management System on all managerial and operational levels, as well as for the periodic review of the adequacy of the quality policy.

The implementation of the Quality Policy requires each company employee to personally contribute for the achievement of the quality objectives set.

30.11.2017

Manager: _____

Sergey Seropyan