



Trans-Mar Services®

GLOBAL MARINE SUPPLIES



QUALITY OBJECTIVES

SPECIFIC QUALITY OBJECTIVES FOR 2018-2019

- Increase in net sales revenue for 2019 by 2% compared to 2018;

Person in charge: Manager
Deadline: December 2019

- Attracting a minimum of two new clients in 2019 compared to the number of clients in the available database for 2018;

Person in charge: Manager
Deadline: December 2019

- Official representation of IMO and ITU for Bulgaria

Person in charge: Manager
Deadline: December 2019

- Expansion of the infrastructure and construction of company's own base until the end of 2019, according to the investment program.

Person in charge: Manager
Deadline: December 2019

The implementation of the Quality Policy obliges each employee of the Company to personally contribute to the achievement of the stated quality objectives.

The resources required to achieve the quality objectives set are fixed by the Senior Management in the "Plan for Achieving the Quality Objectives" and the indicators for monitoring the implementation of the quality objectives set for the current year are defined.

30.11.2018

MANAGER:


Sergey Seropyan





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PLAN ON ACHIEVEMENT OF THE OBJECTIVES SET

- **Objective 1:** Increase in net sales revenue for 2019 by 2% compared to 2018

Objective achievement method	1. Achieving high consumer satisfaction; 2. Attracting new customers and creating loyal permanent clients; 3. Indicators – number of orders, number of customers.
Resources required	Human: Manager, Commercial Site Manager; Temporal: 1 year; Financial: according to the budget; Infrastructural: availability of necessary qualified human resource.
Responsible persons	Company Manager
Objective achievement term	By December 2019
Assessment of results	During the annual review by the management. Before the review conducted by the management, the PR prepares an analysis of the implementation of the quality objectives

- **Objective 2:** Attracting a minimum of two new clients in 2019 compared to the number of clients in the available database for 2018;

Objective achievement method	1. High consumer satisfaction; 2. Participation in branch events and international events; 3. Advertising; 4. Precise selection of qualified personnel; 5. Indicators – number of customers.
Resources required	Human: Manager, Commercial Site Manager; Human: all available Temporal: 1 year; Financial: according to the budget; Infrastructural: availability of necessary qualified human resource.
Responsible persons	Company Manager
Objective achievement term	By December 2019
Assessment of results	During the annual review by the management. Before the review conducted by the management, the PR prepares an analysis of the implementation of the quality objectives



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➤ **Objective 3:** Official representation of IMO and ITU for Bulgaria

Objective achievement method	1. Contract concluded with IMO / ITU; 2. Fund management plan;
Resources required	Human: Manager, Commercial Site Manager; Human: all available Temporal: 1 year; Financial: according to the budget;
Responsible persons	Company Manager
Objective achievement term	By December 2019
Assessment of results	Official representation

➤ **Objective 4:** Expansion of the infrastructure and construction of company's own base until the end of 2019, according to the investment program.

Objective achievement method	1. Investment plan
Resources required	Human: Manager Human: Designer Temporal: 1 year; Financial: funds owned
Responsible persons	Company Manager
Objective achievement term	By December 2019
Assessment of results	During the annual review by the management. Before the review conducted by the management, the PR prepares an analysis of the implementation of the quality objectives.

Date: 30.11.2018

Prepared by: