



QUALITY POLICY SPT

South Africa

SOCIETE PHOCEEENNE DE TRAVAUX South Africa (Pty) Ltd quality policy aims to organize all the company resources to obtain an efficient and sustainable approach, especially with respect to customer satisfaction and continuous improvement of our activities.

The company defined this quality policy under four primary quality objectives:

- Meet or exceed customer's needs and expectation by implementing and improving our QMS
- Compliance with Legal & Regulatory requirements of the maritime sector
- Continual improvement: ensure flawless services by improving work processes and staff training.
- Employee Development & Involvement

To achieve these objectives, we will take the following actions:

- 1) Align our QMS with ISO 9001: 2015 requirements
- 2) Regular monitoring of customer satisfaction
- 3) Incorporate industrial requirements by using 100% IMO products on every project
- 4) Continually strive to minimize rejection and wastage by implementing a waste treatment procedure and using an outsourced and qualified company
- 5) Reinforce our marketing and commercial plan to ensure sustainability of the company
- 6) Employee quality awareness with regular safety talk
- 7) Make sure that employees assigned to job are competent on the basis of their relevant qualification and experience, and will be regularly trained to enhance their skills

The management relies on all SPTsa's employee to follow this policy. Management will also ensure that all necessary resources remain available to reach these objectives.

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Made in Cape Town, the 09 November 2018

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