



# QUALITY POLICY

## SPT South Africa

SPTsa was established in 1997 to provide ship repair services to the Marine & Offshore industry. Quality is important to our business because we value our clients. We strive to provide clients with products and services that meet their expectations. We are committed to continuous improvement and have established a Quality Management System standard which provides a framework for measuring and improving our performance.

In order to obtain customer certainty that the expected product quality is achieved, SPTsa established the following strategic objectives:

- Meet customer's needs and expectation,
- Compliance with Legal & Regulatory requirements of the marine and oil & gas industries,
- Selection and performance monitoring of suppliers,
- Employee development & involvement.

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

- Continually improving our QMS following the ISO 9001: 2015 requirements,
- Tracking KPIs through reporting and internal analysis,
- Monitoring customer's satisfaction and taking appropriate preventing and corrective actions where necessary,
- Incorporating industry requirements by using certified products on every project (IMO, MED, Solas...)
- Establishing processes to continuously deliver products / services on time, with zero defects,
- Effectively developing all employees' talents and competences.
- Implementing lean management by focusing on enhancing activities that generates most values for our customers

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

This policy is communicated through our website to all interested parties and through staff inductions.

Made in Cape Town, the 26<sup>th</sup> November 2019

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