



# QUALITY POLICY

## SPT South Africa

SPTsa was established in 1997 to provide ship repair services to the Marine & Offshore industry.

Quality is so important to our business because we value our clients. We strive to provide clients with equipment, services and expertise that meet their expectations. We are committed to continuous improvement and have established a Quality Management System standard that 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:

- Deliver value from our client's perspective,
- Adopt and orientate company towards lean management
- Comply with Legal & Regulatory requirements of the marine and oil & gas industries,
- Select and perform monitoring of the supply chain,
- Train, develop and involve employee.
- Innovate, diversify and create added value for our manufactured products and services

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

- Continually improve our QHSE based on the ISO 9001: 2015 requirements,
- Expand top management to deliver even more effective service and project management to clients.
- Monitor KPIs through reporting and internal audits and analysis,
- Monitor customer's satisfaction and take appropriate preventing and corrective actions where necessary,
- Constantly incorporate industry requirements by using certified products on every project (IMO, MED, Solas etc.)
- Hire dedicated staff to address logistics and supply chain processed, to enable better reactivity and flexibility on projects
- Continuous training, monitoring and focus on keeping deadlines while maintaining high standard of quality, pointing toward zero non-conformities and avoid any aftersales while limiting snags.
- Implement lean management system by focusing on enhanced activities that generates most values for our clients
- Explore new products / services to better address our client' needs.

The management relies on all SPTsa's staff to adhere to these policies. Management will also ensure that all necessary resources are available to reach these objectives.

This policy is communicated through our website and publicly posted in the establishment.

Made in Cape Town, the 21<sup>th</sup> January 2022

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