

FENDERCARE MARINE GROUP QUALITY ASSURANCE STATEMENT OF INTENT



Fendercare Marine Group companies (FC) and associated companies are committed to maintaining and monitoring a Quality Management System (QMS) in accordance with the BS: EN ISO 9001 standard. To ensure that all requirements are met, FC and associated companies are committed to:

- Ensuring adequate competency and training of all staff carrying out their assigned tasks.
- Monitoring the performance of the QMS through scheduled Internal Auditing and review.
- Establishing and reviewing Quality Objectives during Management Review.
- Demonstrating management commitment through management review of the QMS, conducted twice yearly.
- Monitoring and Measuring Customer Satisfaction.
- Effective communication of the QMS to all FC staff.
- Continual improvement of the QMS and associated processes.
- Understanding the applicability of the Quality Policy and ensuring its suitability through regular thorough review.

This Statement has been defined by Fendercare Marine Senior Management and has been communicated to employees, understood and implemented throughout the Group, displayed on company notice boards and made available to interested parties on request.

This Statement shall be reviewed at least annually and during the Corporate Management Review process.

A blue ink handwritten signature, appearing to read 'Fergus Graham', with a long horizontal line extending to the right.

Fergus Graham
Managing Director

Date: 05 March 2017
Review Date: 01 March 2018

