mar.in. service

Marine & Industrial Services

QUALITY POLICY

Quality is a strategic objective of the **mar.in.service** Company.

The systematic attention placed in the satisfaction of the requests of the Client – addressing, both, the ones explicitly indicated and the ones implicitly included in the specific service - has always been the Company's behavior rule.

The systematic application of the internal rules as well as of the binding rules applicable by law *(ex lege)* , or requested by the client, constitutes the best guarantee for the Customer and such a rigorous approach operates through all stages of the Company's procedures.

To ensure the effective implementation of this ambitious "Quality Policy", **mar.in.service** developed a "Quality System" perfectly aligned with the "UNI EN ISO 9001", assigning responsibilities, tasks and special authorities as well as the necessary resources so that all required activities, including the necessary checks, are effectively carried out.

To provide evidence of its quality policy, **mar.in.service** is committed to provide its services adhering to two basic principles:

- *the Company will adhere - from an operational perspective - to its internal standards as well as to the ones applicable by law, ensuring high levels of performance providing the Client with an outstanding service to satisfy its needs,*
- the Company will strictly follow the requirements of the UNI EN ISO 9001 regulation to ensure an effective organization and management system.

In this respect, everyone is expected to contribute to the successful implementation of the Company's strategy by achieving the planned Quality objectives.

Everyone must know that, overall, Quality is the sum of the qualitative content of each single operation; negligence, even in the performance of the simplest functions, can jeopardize the collective effort.

Quality is the result of a complex mix of a fully-fledged set of actions aiming at preventing errors and focusing on the achievement of the expected result leading to client satisfaction in order to pave the ground for the success of the Company and its continuous improvement.

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