

Global **Quality** Policy

REV2 / 2023.01.19 / JHHA-ROHO

Blue Water Shipping is an international company with strong local client relations. Quality and service is an important part of our daily effort to find the best solution for the client and the condition on which we are selected to carry out the next assignment.

We have a defined quality objective and binding quality policy which is continuously verified and revised.

We will ensure high quality solutions by

- › Being known as problem solver with an expressed wish to understand and map out our clients' needs
- › Finding the best and most competitive solution for our clients while acting as a trustworthy and reliable partner
- › Having a professionally run, flat organisation with short lines of command
- › Swift implementation of changes
- › Ensuring that necessary resources are available in line with company development and needs
- › Ensuring that quality activities take place at all levels of the organisation and in accordance with the demands of DS/EN ISO 9001:2015

To achieve this we will

- › Deliver solutions and advice which fulfill client needs, authority demands and live up to international standards
- › Find the optimal solution in each case
- › Give clients and potential clients professional advice and service
- › Maintain open and close relations with our clients and other business relations
- › Ensure that each department and its employees are familiar with the demands for quality and documentation
- › Organize and implement continuous information and education to enhance quality awareness
- › Actively involve employees and management in continuous improvements based on quality goals laid out
- › Implement a documented and certified quality control as per ISO 9001:2015
- › Continuously carry out methodical measuring and follow-up on client satisfaction
- › List quality improvement targets and plans of action in the entire organisation as well as carrying out methodical follow-up on performance and results
- › Supervise through internal audits and management evaluation the efficiency of the quality control system
- › Employ only suppliers and partners which fulfill the criteria for approval by the company



Søren Nørgaard Thomsen
CEO, Blue Water Shipping