

## Quality Policy

Holyhead Marine Services specialises in the design, construction and maintenance of marine craft including on-site and in-house fit out and refit. Established for over 50 years the company prides itself on the excellent quality of the products and services it delivers and has a number of well established clients from both public and private sector including government agencies, MoD and RNLI.

In order to ensure that we achieve excellence in all our activities we have implemented a formal quality management system to the requirements of ISO 9001:2015. We are committed to continually improve our quality management system and have put systems in place to management and control our business risks through a programme of monitoring and action. The management and all who work at Holyhead Marine Services Ltd. are dedicated to this Quality Policy and are committed to satisfying applicable requirements.

We undertake our work in a manner that conforms to all relevant contractual and regulatory requirements and do so in the most efficient and effective manner, the work is regularly reviewed and any issues raised will be promptly investigated, corrective action agreed and its implementation monitored.

We shall monitor and measure the effectiveness of our efforts and make changes, when required, to ensure we remain focused on continual improvement. To do this we will establish and communicate meaningful quality objectives and key performance indicators (KPI's). We will work closely with our customers, employees, and suppliers to improve our business efficiency and shall ensure that our quality management system is communicated and understood by all relevant parties to ensure they are able to perform their duties effectively on a continuous basis.

We shall ensure that we provide all the necessary resources to deliver quality products and services to our customers. Our staff are sufficiently trained and competent to perform tasks in a manner which upholds our commitment to a high quality product and service. The company will provide ongoing training and awareness as necessary and monitor its effectiveness.

This Policy will be communicated to all staff and those working on behalf of the organisation and will be reviewed and updated regularly to take account of changing circumstances and customer requirements.

Signed DRM D Firth  
General Manager, Holyhead Marine Services

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