	SMS – Main Manual	Document no: 01.02.01	
	Section 2 – Policies	Revision no: 1.05	
		Approved date: 01.04.19	
2.1 Quality Policy			

Purpose

The purpose of this policy is to establish a framework for KOAS quality systems in order to achieve or strategic goals to be and remain a top rated service provider in the offshore segment.

Scope

This policy applies to all personnel working for or on behalf of KOAS.

Responsibilities and authority

The Chief Executive Officer of KOAS is responsible for implementation of the “Quality Policy” and for updating this policy as required.

The SVP Operation and Technical is responsible for maintaining KOAS Quality & Safety Management System.

All managers and leaders in KOAS are responsible for adhering to the policy and for promoting the policy and its intentions to all subordinates. This responsibility also applies to OSM in their conduct and when relating to KOAS offshore personnel.

Quality Policy

It is the policy of the company to establish an effective Quality Management System focused on business excellence. KOAS places a major priority on the quality of service we provide to our customers and to regulatory requirements. We are determined to further develop present market position by:

- Spearhead safety in navigation and operations as well as in achieving environmental excellence.
- Sincerely respond to customer needs by making all possible effort towards, assessing and refocusing every aspect of the enterprise around the customers
- Contribute to “K”Line Group’s growth and stability through continuous improvement of service quality.
- Adopt good ‘Business Ethics’ by complying with applicable laws, ordinances and spirit of the international community while conducting its corporate activities through transparent and free competition.

The policy will be emphasized to new staff and all personnel will be involved in its implementation. It is subject to management review to ensure its continuing effectiveness in addressing customer's demands.

Quality Objectives


KOAS has the following quality objectives:

1. Provide high quality services to all clients in accordance with their expectations.
2. Develop our services and conduct of operations continuously.
3. Our quality system including the Key Performance indicators (KPI), shall be developed to be an efficient tool in our operations.

Verified by:	Espen Sørensen	Page 1 of 2
Approved by:	Petter Nordby	
Filename:	SMS-01.02.01 Quality Policy	

THIS IS A PAPER COPY PRINTED FROM THE OFFICIAL DOCUMENTS

IT IS THE RESPONSIBILITY OF THE HOLDER OF THIS DOCUMENT TO ENSURE THAT THIS PAPER COPY IS THE VALID EDITION AT THE TIME OF USE.

 OFFSHORE	SMS – Main Manual	Document no: 01.02.01	
	Section 2 – Policies	Revision no: 1.05	
		Approved date: 01.04.19	
2.1 Quality Policy			

Quality Aims

To achieve our objectives the following quality aims are defined:

1. No customer complaints
2. Regular communication with clients to get early notification of requirements for change in our services.
3. No off-hire of vessels due to equipment failure or personnel issues.
4. Continuous and regular evaluation of our services, conduct of operations and relations to clients, partners and suppliers.
5. Continuous and regular evaluation of the quality management system through improvement system, reviews and audits.
6. Achieve our Key Performance Indicators (KPI), defined in the Annual HSEQ Program.



Petter Nordby
CEO K Line Offshore AS

Verified by:	Espen Sørensen	Page 2 of 2
Approved by:	Petter Nordby	
Filename:	SMS-01.02.01 Quality Policy	

THIS IS A PAPER COPY PRINTED FROM THE OFFICIAL DOCUMENTS