

CONTAINER SHIPPING QUALITY POLICY

The Container Shipping Quality Policy applies to the provision of products and services from Container Shipping to our customers.

Container Shipping provides our customers Container Feeder and Milaha Line services within The Arabian Gulf, Indian Subcontinent, Far East, Europe and Mediterranean.

Container Shipping is committed to being an industry leader, providing world class products and services to our customers which meet or exceed their expectations.

Customer satisfaction is considered a foundation of function within Container Shipping, and its successful management integral to the success of the organisation.

Integration of quality management principals into our business activities and endeavouring for continual improvement are recognised as vital to achieving excellence.

Container Shipping will achieve our quality objectives through:

- provision of products and services compliant to relevant statutory, regulatory, and other applicable requirements;
- enabling a leadership culture which champions quality management at all levels of the organisation;
- setting of clear quality objectives and targets in the measurement of performance;
- establishing and implementing a quality management system in accordance with the requirements of ISO 9001;
- understanding our customers' needs and ensuring that these needs are satisfied;
- identifying and addressing opportunities for improvement in our processes for our customers;
- actively seeking performance feedback from our customers;
- providing adequate resources to enable effective implementation of quality management systems;
- ensuring that personnel are appropriately trained and have the required competence to achieve the company's objectives;
- implementing processes for the monitoring and review of the quality management system;
- development of mutually beneficial relationships with customers and suppliers;
- ensuring that Milaha processes are managed and enhanced in a consistent manner that avoids rework, delays, and idle time, reduces risks, and ensures appropriate resourcing;
- periodical assessment and review of quality objectives and targets.

Approved and authorised by:



Abdulrahman Essa A E Al-Mannai
President and Chief Executive Officer

Document Status

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Revision Number	Owner	Approved for Issue	
		Name	Date
1.0	Dean Prince	Abdulrahman Essa A E Al-Mannai	10/07/2017
2.0	Dean Prince	Abdulrahman Essa A E Al-Mannai	14/04/2019

Revision History

Revision Number	Amendment Description
1.0	Consolidation to Milaha Policy and alignment with ISO 9001
2.0	Alignment to BSC requirements and ISO 9001:2015

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