



Quality Policy

Policy Statement

Hedland Launch Services provides and specialises in commercial marine services including but not limited to running of ship lines, draft-bunker and hull survey launch hire, personnel transfers, workshop and office practices.

Management is committed to providing excellent service provision which meets and exceeds its customer's and stakeholder's expectations.

Quality Objectives

The management at Hedland Launch Services takes the overall responsibility for the implementation and effectiveness of our Quality Management System by striving towards the following objectives:

- Provide a high level of quality service, which meets and exceeds our customer's expectations
- Compliance to statutory, regulatory and other requirements applicable to our business processes
- Seek customer feedback and follow up on provisions of service to ensure goals are being achieved

As part of our systems and processes we will:

- Ensure this policy is available to interested parties
- Review this policy annually
- Educate, train and communicate with employee's, contractors, customers and other interested parties in regards to this policy, and quality expectations
- Establish and drive documented measurable quality objectives and targets
- Continually improve our Quality Management System
- Apply a Plan, Do, Check, Act methodology to our management systems and business processes
- Apply Risk Based Thinking to our services and processes
- Conducts regular audits of business activities and processes, as part of the continual improvement of our Quality Management System
- Establish and implement a Management Review Schedule, to ensure our Quality Management System is adequately controlled
- Ensure that our Quality Management System is conformant and certified to ISO 9001 2015 international standard

Approved by:
Gabby Casey
General Manager

15.04.2021