

KTS Quality Policy

1. OUR BELIEF

Kuwait Transcontinental Shipping Co. is involved in shipping services and logistics services and has a vision to synonymous, with professionalism and innovation together with faultless and safe project delivery in every operational area. A key way to achieve this is by operating a Quality Management System (QMS) in accordance with the requirements of ISO 9001:2015.

2. OUR COMMITMENT

Top management is committed to:

- Satisfying applicable requirements by ensuring that customer(internal and external) and applicable statutory and regulatory requirements are determined, understood and consistently met.
- Continual improvement of the QMS by ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.

Top management shall:

- Take accountability for the effectiveness of the QMS.
- Ensure the quality policy and quality objectives are established for the QMS and are compatible with the context and strategic direction of the Company. Quality objectives have been set and are maintained as part of the QMS internal auditing, monitoring and management review processes in order to enhance customer satisfaction.
- Promote the use of a process approach and risk-based thinking.
- Ensuring and encouraging participation and promotion of quality responsibilities amongst all employees and third parties through standards, education, training and coaching, supervision and effective communication.
- Communicate the importance of effective quality management and of conforming to the QMS requirements complying with relevant laws and regulations as well as internal requirements.
- Ensuring that the QMS achieves its intended results.
- Engage, direct and support persons to contribute to the effectiveness of the QMS.
- Establish partnerships with suppliers and interested parties to provide an improved service.

This policy will be communicated to all the employees and organisations working for or on our behalf. Employees and other organisations are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, others, or the environment.

This policy will be reviewed annually by the top management and where deemed necessary will be amended and re-issued.

