

# Quality Policy



## OUR VISION

Become the shipowners / ship managements most preferred marine service provider through dedicated attitude, innovation and continual improvement.

## OUR MISSION

AtoZ Group mission is to serve customers with a modern approach and service run by a team of professional shore-based staff, that guarantees a highly professional service in full compliance with international safety standards. We are seeking to ensure that our service is always provided safely with high quality standard and punctually in accordance with customer requirements.

The organization's strategy is to become dynamic and well profited company who precisely reacts on influencing market aspects; is flexible in implementation of innovative solutions as well as has high quality to satisfy client's wishes and needs. Strategy moves to increasing competitiveness in the foreign market. It will be achieved by an improved and effective management system ensuring high level of service and reducing production costs.

Organization "AtoZ Group" commit to keep quality management system ISO 9001 in work order and continuously improve it based on analyze in sphere of scope:

- Scope ISO 9001 is **"Ship spares and equipment supply, ship building, repair and retrofit, naval engineering"**

Long-term objective is profit making based on qualitative and safe service by following directions:

- Performing all orders to make professionally decisions;
- Timely and flexible reaction taking into account client's requirements and wishes referred to organization's scope in accordance with normative-technical documentation's demands;
- Involvement of organization's employees in basic processes based on motivation and internal communication between top management and workers;
- Long-term cooperation espousal with clients;

Quality policy implementation objectives:

- Priority in qualitative products for clients resolving financial, technical, organizational and personal aspects;
- Responsibility of all organization's employees about service quality;
- Continuously improvement, maintenance and achievement of quality level to reach leader positions in Baltic States;
- Strengthening of organization's reputation as safe cooperation partner.

Quality policy is ensured by:

- Permanently improving quality management system;
- Systematically investigating and analyzing client's requirements;
- Continuously improving production technological processes;
- Purposive work with suppliers;
- Selection of professional and competent personnel; all kinds of trainings un increase of qualification;
- Stimulating employees to ensure quality of product and service.

As Chairman of the Board, I am committed to the successful implementation of this Policy and to the continuous improvement of our company's quality performance.

Workers are acquainted with policy and it is available to all interested parties.

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