

Purpose of the policy

At Offshorecert, our dedication to quality transcends the standard expectations of our industry. We are committed to delivering defect-free services on time and aim to redefine excellence in every project we undertake, ensuring we not only meet but exceed our customers' expectations in every aspect of our service.

Offshorecert is committed to being at the high level of Quality Management.

Our objectives will be met by:

- Thoroughly understanding the needs and requirements of our customers;
- Developing and empowering our employees to do what is needed to satisfy and exceed our customers' expectations;
- Striving to continuously improve our processes based on measurable objectives
- Considering the needs of interest parties and their concerns;
- Taking necessary decisions to treat internal and external issues and implementing the right control measures to keep business risks at an acceptable level.

To achieve the objective, we committed to:

- Consistently provide services that exceed our customers' needs and requirements.
- Look for new process improvements in all that we do;
- Provide a safe, rewarding, and supportive work environment;
- To provide skill enhancement to employees, generation of the necessary infrastructure and resources needed to support all operational processes;
- Committed to continually improving the effectiveness of the quality management system;
- Committed to comply with applicable legal and statutory obligations.

Awareness and Responsibility:

We believe that quality is the responsibility of every member of the Offshorecert team. Through comprehensive awareness programs, skill training, and regular inductions, we ensure our team is equipped to uphold our high standards. Our management reviews and audits are not just procedural checks but opportunities for growth and improvement.

Communication and Stakeholder Engagement:

We establish clear lines of communication with all stakeholders, including employees, suppliers, subcontractors, and clients, ensuring that the requirements for quality, service, and performance are universally understood and embraced.

Customer Focus

Our commitment to quality is driven by our focus on customer satisfaction. Regular reviews of customer needs and expectations guide our strategic initiatives, ensuring we are always aligned with our client's evolving requirements and are proactive in our service delivery.

Regulatory Compliance and Ethical Standards:

We adhere strictly to local and international regulations relevant to our operations, ensuring our services are not only of high quality but also ethically and legally compliant.

Continuous Improvement and Innovation:

Offshorecert is committed to continuous improvement. Through regular management reviews, we ensure our quality objectives are aligned with our business goals. We invest in the development of our employees' capabilities and the continual enhancement of our methods, embracing innovation to improve the effectiveness of our quality management system.

Setting and Reviewing Objectives:

We establish ambitious quality and business improvement objectives, reflecting our commitment to excellence. These objectives are reviewed annually to ensure they remain relevant and ambitious, driving continuous improvement in our operations and service delivery.

Technological Advancement:

We leverage the latest technologies and innovative practices to enhance our quality management processes. This not only improves efficiency but also ensures precision and excellence in our service delivery.