



# LERWICK PORT AUTHORITY

## QUALITY POLICY STATEMENT

It is the policy of Lerwick Port Authority to continually improve the quality, reliability and safety of our services to ensure they meet our customers' and all legislative requirements.

The achievement of improved service quality, reliability and safety is the result of management through the total involvement of all staff. The Authority aims to improve its capabilities through education and training and achieve excellence in all operations hence objectives for quality will be set.

Quality objectives and key performance indicators shall be established by management with actual performance against targets periodically reviewed during management meetings in order to ensure that the Authority continues to strive to improve the quality, reliability and safety of its services, and provide a cost-effective and value for money service to its customers.

In acknowledging the importance of our suppliers' performance in achieving our quality aims, we seek to establish a close and constructive relationship with all suppliers.

All employees have a direct influence on the quality of our service. As a result, compliance with the provisions and objectives of this manual are mandatory on all personnel.

It is the responsibility of the Chief Executive to ensure that Lerwick Port Authority's Quality Policy is understood, implemented and maintained throughout the Authority.

Approved by: Sandra Laurenson

Position: Chief Executive

Date: 31<sup>st</sup> January 2008