



*L world yachting group*

## QUALITY POLICY

**L world yachting** implements a Quality Management System with the aim of providing complete customer service and satisfaction and improving its overall performance and operation, protecting at the same time its employees and the environment in general.

The Company, having extensive experience in the shipping industry, is active in providing specialized services, and in particular:

- **Brokerage in the acts of Sale & Purchase and Chartering for yachts**

Our strategic goal is to continually improve our operations to meet our customers' expectations. Through measurable results we always strive to identify opportunities for improvement, and to implement the actions necessary to ensure that our customers are fully satisfied with our services. Our Company's well-trained staff, with its quality of work, contributes into achieve the set goals.

Our policy focuses on:

- Providing a high level of services
- Satisfaction and continual support of our customers
- Developing the Company's human resources, through continual awareness and professional training
- Continual efforts to upgrade our services

In order to achieve the above, the Company's Management commits to:

- Provide all the required resources, necessary for the implementation of the Quality Management System.
- Ensure quality objectives will be set.
- Ensure compliance with the requirements of **National Rules** and ISO 9001:2015, as well as customers' requirements.
- Ensure compliance with international legislation and statutory requirements.
- Ensure that the quality policy is communicated and understood by employees and external partners.
- Pursue the involvement of all partners in the implementation and improvement of the Quality Management System.
- Continually strive to improve its services, maintain customers' trust and meet their requirements.
- Review the Quality Policy in order to ensure its effectiveness and relevance.

Signed by

General Manager

Date: 01/11/2019

  
L WORLD YACHTING I.K.E.  
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