

QUALITY POLICY

Quality policy addresses the services we provide to our clients and it is committed to complying with the requirements and expectations of all involved parties – customers, owners, employees, suppliers and wider community.

General objectives of the companies NCP Grupa and NCP Repair Shipyard Šibenik are:

- Total customer satisfaction and confidence provided by the maximum adjustment to the requirements of every client and on mutual benefit
- Increase of market recognition as a result of the quality of our products and services
- Meeting delivery deadlines in all projects
- Continuous investment for the improvement of the customer satisfaction and all interested parties including collection and analysis of feedback information and data
- Achieving an optimal price, quality and resources ratio
- To define, conduct and evaluate annual business goals in order to comply with the mission, vision and the quality policy of NCP
- Improvement of the employees satisfaction by inclusion in the realisation of the company's business goals along with the accurate informing, adequate training and education, appropriate stimulation according to the results while ensuring safety and health working environment
- Maintaining the legitimate relationship with the suppliers by respecting, following and evaluating the terms of contract
- Investments in the new equipment, tools and machinery and regular maintenance of the existing ones aiming to prolong their economic life, ensuring availability of the means of work and reducing the maintenance costs
- Acquiring raw materials by favourable prices, satisfying quality criteria, respecting procurement deadlines and simplifying the purchasing process
- Continuous development of business capacities

ALL EMPLOYEES ARE FAMILIAR WITH THIS POLICY AND IT IS THEIR DUTY TO ACTIVELY PARTICIPATE IN REALISATION OF BUSINESS GOALS.

Klaudija Kulazo
Director
NCP Group Ltd.



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