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	Section 3	QUALITY SPECIFIC POLICIES & PROCEDURES	Revision	00

MbPT Quality Policy

MUMBAI PORT AUTHORITY Policy has been formulated to meet the strategic direction. The policy is used as a means of leading the organization towards improvement of its performance and QMS.

The QMS Policy is developed and implemented based on the service quality requirements, customer focused complaint handling priorities, compliance obligations, risks envisaged in the processes, activities and services related to quality provided by MbPT to its interested parties. The following other inputs are considered in framing the QMS policy is as under:

- Regulatory Focus and Commitments by MbPT under various guidelines, directives & notification by customer
- Requirements of QMS
- Commitment to statutory and regulatory requirements
- Customer focused
- QMS focused
- Operational and organizational requirements

QUALITY POLICY

WE, AT THE MUMBAI PORT AUTHORITY, PROVIDE INTEGRATED SEA-PORT FACILITIES FOR SAFE HANDLING, STORAGE AND DELIVERY OF CARGO / CONTAINER TO THE REQUIREMENTS OF OUR CUSTOMERS.

WITH AN AIM OF IMPROVING STAKEHOLDER SATISFACTION, WE ARE COMMITTED TO:

- STRIVE FOR EXCELLENCE IN PORT OPERATIONS
- CONTINUALLY IMPROVE THE SERVICE PROCESSES AND QUALITY SYSTEMS
- THE COMPLIANCE OBLIGATIONS WHILE DELIVERING ITS SERVICES
- ACHIEVE OBJECTIVES FOR PROVIDING EFFICIENT AND TRANSPARENT SERVICES TO THE PORT USERS;

THIS WILL BE ACHIEVED BY IMPROVING INFRASTRUCTURE FACILITES; INTER-DEPARTMENTAL TEAMWORK, TRAINING AND EFFECTIVE DATA BASED REVIEW SYSTEM.