 <b>MUMBAI PORT TRUST</b>	Department	MECHANICAL & ELECTRICAL ENGINEERING DEPARTMENT	Title Sr.No.	4
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	Date	03.02.2020		

## **ISO 9001:2015 QMS**


### **QUALITY POLICY OF THE MUMBAI PORT**

WE, AT THE MUMBAI PORT TRUST, PROVIDE INTEGRATED SEA-PORT FACILITIES FOR SAFE HANDLING, STORAGE AND DELIVERY OF CARGO / CONTAINER TO THE REQUIREMENTS OF OUR CUSTOMERS AND PROMOTE DOMESTIC AND INTERNATIONAL CRUISE SHIPPING.

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 FACILITIES; INTER-DEPARTMENTAL TEAMWORK, TRAINING AND EFFECTIVE DATA BASED REVIEW SYSTEM.

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	Title	QUALITY OBJECTIVES	ISO 9001-2015 Rel. Cl. No.	6.2
	Date	22.07.2021		

## **ISO 9001:2015 QMS**

### **MBPT CORPORATE QUALITY OBJECTIVES**

(for the year 2021-2022)

1. To Improve Turn Around Time for all cargo vessels by 1% year on year basis.
2. To maintain average ship day output for general cargo to 3000 tonnes (excluding project cargo).
3. To maintain average ship day throughput for Liquid cargo to 17000 tonnes.
4. To focus to increase liquid bulk, chemicals and LPG handling capacity by 22 MMTPA by 2023 on Jawahar Dweep Island, Pir Pau Chemical Terminal with sea embedded pipeline connecting to the end user facility.
5. Imparting training and arranging skill development programs for 30% of staff below age of 55 yrs. will be imparted training every year at PMTC.
6. To render vessel related bills for midstream discharge within 8 working days of sailing of vessels.
7. Audit clearance of 100% of ad-hoc/estimated bills within 5 working days, measured bills within 10 working days and final bills within 20 working days from the date of receipt of bills complete in all respect in Finance Department.
8. Advice to bank for payment of bills through ECS and RTGS will be issued within three and two working days respectively from the date of receipt of voucher complete in all respect in Treasury Branch of Finance Department.

9. To attend 100% cargo handling related civil maintenance works (minor nature) within 8 working days after receipt of requisition.
10. To ensure 75% of harbor tugs and 66% of dock tugs are available every month at Indira Dock for operations.
11. To maintain 'Frequency Rate' of reportable accidents occurred to MbPT's on-shore and onboard workers during cargo handling operations at 5.40 per million man hours work.