

Quality Policy

Our Vision:

To be recognised locally, nationally and internationally as the preferred provider of maritime education and training. Providing professional expertise to the maritime sector through research, consultancy and knowledge transfer activities.

Our Quality Goals are:

To implement, establish, maintain and achieve an effective Quality Management System, which conforms to the ISO 9001 quality standard; OPITO and MCA requirements.

To provide services that consistently meet and exceed customers/stakeholders needs and expectations, gained via regular feedback mechanisms.

To secure continual improvement of services provided through annual and ongoing course review processes.

Our Quality Objectives are:

To conduct an internal audit of each section within not less than three years of the last audit.


To conduct an internal audit of administrative functions at least once a year to ensure conformance with service level agreements.

To receive no more than 4 major non-conformities from audit/approval bodies, each year.

To receive zero formal customer complaints each year.

To maintain not less than 90% response rate to feedback mechanisms in use.

To use staff performance review to communicate organisational quality objectives.



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