



MSTA Quality Policy

Our Service

MSTA is dedicated to consistently providing efficient and competitively priced Shipping, Logistics and Trading services at the highest levels of quality, safety and compliance through world-class leadership, continual improvement, employee development, recognition and social responsibility.

Our Commitment

To achieve the above, MSTA Management is committed to:

- Comply with applicable statutory and regulatory requirements.
- Satisfy customer and all other contractual requirements.
- Maintain focus on enhancing customer satisfaction.
- Establish quality objectives at relevant levels and functions within the organisation.
- Monitor, review and analyse the quality objectives at planned intervals.
- Continually strive to improve the MSTA Quality Management System to ensure its effectiveness.
- Take appropriate action based on constructive internal and external feedback.
- Ensure that the resources needed to develop, implement and improve the Quality Management System are available, including; training, support and encouragement.
- Promote the use of a process approach and risk-based thinking.
- Develop and maintain first class relationships with suppliers that share MSTA's quality, safety, compliance and ethics values.

MSTA Standard

Through the effective application of the Quality Management System, MSTA aims to achieve a high degree of customer value and satisfaction in the services it delivers.

MSTA Quality Objectives

All sections of MSTA will establish quality objectives and monitor, measure and analyse their effectiveness. The quality objectives should reflect the company in general as well as the respective departments, and should as a minimum reflect the below:

- Establish a process to ensure that business is conducted according to local laws and regulations
- Establish a process where the customer requirements and needs are clearly defined to ensure that desired customers are not lost
- Have quality standards regarding service levels and lead-times that are measured and followed up regularly for continual improvement
- Establish a process to identify and increase employee job satisfaction and competence



JOHANNES ERICSON
GENERAL MANAGER

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This policy will be reviewed annually by top management and, where deemed necessary, amended and re-issued.