

	DIAPLOUS MARITIME SERVICES	Procedure IMP-01
	INTEGRATED MANAGEMENT SYSTEM MANUAL COMPANY ORGANOGRAM & POLICIES	Effective Date Nov 18

APPENDIX C - QUALITY POLICY

1. Company's Policy

The Company has established a "Quality Policy" in accordance with the relevant Policy and definitions as given in Annex A "Definitions" of this procedure. Responsible for the drafting and review of such policy is the Quality Manager. Responsible for approval of the quality policy is the General Director.

The main concern of company is meeting the needs and expectations of its customers and providing them with high quality services. Company has realized that in order to meet their objectives in the best possible way and be able to respond to market demands have to implement its work within a certain framework defined by the specification of quality. Therefore, company has been harmonized with the quality policy which outlines the following points:

1. Continuous improvement.
2. Use of modern technological processes for the allocation of services.
3. Close monitoring of market developments and needs.
4. Monitor and respond immediately to requests and questions from customers.
5. Keeping agreed with its customers.
6. Requiring suppliers to meet quality standards desired by the Company.
7. Direct detection of non-compliance and initiate corrective and preventive actions.
8. Provide necessary tools and knowledge to all staff of the Company.
9. Growing spirit of cooperation to all the staff of the Company.
10. Monitoring and compliance with laws and regulatory requirements.

The "Quality Policy" should be exhibited in prominent positions at Company premises.

Every person involved in the implementation of the Company's IMS must be familiar with Company's policy, procedures and instructions and must be aware any changes / revisions / amendments.

2. Company's Procedures

In order to achieve the Quality Policy and objectives, the Company has implemented a QSMS that meets as a minimum the requirements of the ISO 9001 standard as specified in this management system and documented in Annex B "ISO ISO 9001 Compliance Matrix" of this procedure. Furthermore compliance with "ISO 28007 Due Diligence Compliance Matrix" documented in Annex C, OHSAS 18001 and ISO 14001.


3. Exclusions from ISO 9001 Standard

Due to the nature / subject of the Training Courses and the Technical Services provided, the Company does not use any monitoring or measuring devices / equipment. Therefore the Company's IMS excludes the clause 7.6 "Control of measuring and monitoring devices" of ISO 9001 standard.

4. IMS IMPLEMENTATION

The Company ensures effective implementation of the Quality & Security Management System by:

1. Keeping a documented system in compliance with ISO 9001, ISO 28007, OHSAS 18001 and ISO 14001 standards.
2. Allocating a management representative (Quality Manager).
3. Providing enough monitoring measures such as record keeping and record reporting controls.
4. Providing adequate resources for effective implementation.
5. Ensuring that all necessary inspections / audits are fully completed within due time.
6. Monitoring customer requirements and satisfaction.
7. Taking appropriate corrective and / or preventive actions for every deficiency identified.
8. Setting quality targets and monitoring the effectiveness.
9. Continually improving the Integrated Management System

Date: Nov 2018	Position: Director	Name: K. Papaioannou	Signature: 
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ANNEX A: DEFINITIONS

Maritime Training Center:

A training center which offers mandatory and non mandatory training within the maritime field

Training Activities:

All activities organized by a training center in order to transfer knowledge, skills or attitudes such as Qualification schemes, Certification of personnel, Courses, Seminars, Others.

Standard:

For purposes of this document the ISO 9001:2008 & DNV MTC Standard will be referred to as standard.

Deficiency:

An observed situation where objective evidence indicates the non-fulfillment of a specified requirement.

Objective evidence:

Information, records or statements concerning the existence and implementation of an IMS item, which is based on observation, measurement or testing and which can be verified.

Corrective action:

Action which must be taken to identify, correct and eliminate a non-conformity / non-conforming service, as well as the action taken to identify and eliminate their cause.

Preventive action:

Action which must be taken to reduce / eliminate potential factor which could lead to a non-conformity / nonconforming service.

Audit:

A systematic and independent examination to determine whether activities and related results comply with planned arrangements and whether these arrangements are implemented effectively and are suitable to achieve objectives

Internal Auditor:

A person who is authorized to plan and execute an internal audit.

Controlled document:

Any document issued which has been uniquely identified as a "Controlled document" and is traceable for recall. Only "Controlled Documents" shall be used for work affecting quality of service provided. Any document which has not been uniquely identified as a "Controlled Document" is an uncontrolled document.

Uncontrolled document:

A copy of a document (e.g. a procedure) which is not maintained as up to date. Generally used for information only, or where previous versions of a document need to be retained. The fact that the document is uncontrolled should be indicated on it.

Definition of term "shall":

The term "shall" has been used in IMS Manual to emphasize the Company commitment to enforcing all the IMS requirements.

ANNEX B: ISO 9001 COMPLIANCE MATRIX

Clause	ISO 9001	COMPLIANCE
1	Scope	
2	Normative references	
3	Terms and definitions	
4	Quality management system	title only
4.1	General requirements	
4.2	Documentation requirements	IMP-01, IMP-08
5	Management responsibility	title only
5.1	Management commitment	IMP-01
5.2	Customer focus	IMP-01 & IMP-12
5.3	Quality policy	IMP-01
5.4	Planning	IMP-08
5.5	Responsibility, authority and communication	IMP-02
5.6	Management review	IMP-11
6	Resource management	title only
6.1	Provision of resources	IMP-03,04
6.2	Human resources	IMP-03,04
6.3	Infrastructure	IMP-03,04
6.4	Work environment	IMP-03,04
7	Product realization	title only
7.1	Planning of product realization	IMP-03,04
7.2	Customer-related processes	IMP-12
7.3	Design and development	IMP-03,04
7.4	Purchasing	IMP-05
7.5	Production and service provision	IMP-05,06
7.6	Control of measuring and monitoring devices	Not Applicable
8	Measurement, analysis and improvement	title only
8.1	General	IMP-09
8.2	Measurement and monitoring	IMP-09
8.3	Control of nonconforming product	IMP-09
8.4	Analysis of data	IMP-07,09
8.5	Improvement	IMP-07,09
4.2.2	Control of documents	IMP-08
4.2.4	Control of records	IMP-08
8.2.2	Internal Audit	IMP-09
8.3	Control of deficiency product	IMP-10
8.5.2	Corrective action	IMP-10
8.5.3	Preventive Action	IMP-10