



### 3. QUALITY POLICY

Quality at INVAR-IVOŠEVIĆ d.o.o. means satisfying our customers in jobs they entrusted us. It is our policy to achieve customer satisfaction by delivering high quality product, i.e. accurate thickness measurements of hull and other structures and objects and with emphasis on safety and the environment protection.

This would be achieved by:

- Understanding customers' needs and transforming them into continual improvement of the services.
- Providing services that meet the requirements, needs and expectations of customers and other stakeholders, including legislation.
- Providing thickness measurement and other services in accordance with national regulations of Montenegro, rules of the classification societies and international shipping regulations and conventions.
- Co-ordination with relevant authorities in society in all activities related to improvement of thickness measurement.
- Strict implementation and continual improvement of the Quality Management System by all employees until total mastering of the System and achieving leading position in southern part of Europe among the companies that provide thickness measurement services.
- Bringing decisions based on facts.
- Identifying risks and opportunities in our business, planning measures relating to the risks and opportunities, integrating these measures in all business processes and their evaluation.
- Continual and planned training and education of all INVAR's employees in its activities, personal profession and quality management.
- Acting professionally in the delivery of thickness measurements and other services. INVAR's reports will accurately reflect only that work that has actually been accomplished.

The achievements would be measured through customer satisfaction and classification societies' remarks, number of thickness measurements carried within one year period and financial results.

To achieve the above stated objectives, it is imperative that all employees understand and follow this Quality Policy.

08.05.2017.

