



MSTA Quality Policy

Our Service

MSTA is dedicated to providing Shipping, Logistics and Trading services at the highest levels of quality and safety.

Our Commitment

In order to achieve the above, MSTA Management is committed to:

- Comply with all customer and statutory requirements
- Continually strive to improve MSTA QMS (Quality Management System) and MSTA TIME (Total Innovative Management Excellence) to ensure effectiveness
- Establish quality objectives at relevant levels and functions within the organisation
- Monitor, review and analyse the quality objectives at planned intervals
- Take appropriate action based on constructive internal and external feedback

MSTA Standard

Through the effective application of the MSTA QMS and MSTATIME, MSTA defines our standards to enhance customer and employee satisfaction.

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

Johan Fulke
General Manager
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