



MCAQA Quality Policy



Maritime and Coastguard Agency Quality Assurance (MCAQA) is committed to continuous improvement at all levels and to achieving the following quality objectives:

- Improving the management capacity and good governance of its client through systematic quality assurance audits, thereby benefitting the health and strength of the commercial shipping sector.
- Giving confidence to all parties that MCAQA delivers its certification activities in an impartial and competent manner, manages conflicts of interest and ensures objectivity;
- Determining and fulfilling customer requirements and thereby achieving customer satisfaction;
- Harmonising ISM, ISO, ISPS and ILO 178 audits to meet with customer demands, striving to reduce customer costs at all times
- Continuous development of staff by appropriate training
- Exhibiting a flexible approach to new ideas and practices.

As part of the Maritime and Coastguard Agency (MCA), MCAQA follows MCA's quality policy, which maintains an independent quality management system for its dealings with clients in line with ISO 17021:2006. This approach has the full commitment of the Chief Executive and the Directors who are responsible for driving forward continual improvement.

MCAQA's quality management system documentation such as the quality manual and procedures are available on the MCAQA Master List of Documents on the MCA M-Net.

This Policy will be reviewed regularly to ensure it reflects changes to MCAQA and its operating environment.

Alan Massey
Chief Executive

20 September 2010

