

QUALITY POLICY

1. To observe and recognise global and local trends into field of activity, present and future customer needs, timely designing and implementing changes to the policy and objectives, and to ensure effective communication with customers through bilateral co-operation and membership into customer associations
2. To satisfy requirements and strive to exceed expectations of customers and other interested parties concerning accomplishment of the CRS Mission, i.e. sea going ships and inland waterway vessels designers, shipyards/ inland waterway vessels construction yards, sea going ships and inland waterway vessels equipment manufacturers, service suppliers, shipowners, shipmanagers, charterers, underwriters; maritime Flag State Administrations/ Competent authorities of EU Member states for inland waterway vessels; owners, partners, suppliers, CRS personnel; and public at large.
3. To improve continually the entire performance, effectiveness and efficiency and particularly regarding safety of life, property and the marine and inland waterways environment.
4. To perform activities in compliance with applicable legal system and internationally adopted standards for “recognised organisations”; performing classification and statutory certification of sea going ships and inland waterway vessels, and for “notified bodies”; performing statutory certification of marine and pressure equipment and recreational crafts.
5. To ensure transparency of work, impartiality and integrity of CRS and its personnel by adoption and implementation of Administrative Rules, and Quality Management System documents.
6. To be market oriented company and to provide services to all interested parties, by administering non-discriminatory policy and procedures in a non-discriminatory manner under due financial and other conditions.
7. To provide, by careful recruitment, selection and training of personnel (encouraging education, qualification, training and updating of knowledge of its employees), competent, committed and motivated team oriented to provocative, satisfactory and adequately awarded career in CRS.
8. To ensure that services are provided by competent, qualified, CRS own personnel (for execution of classification and statutory certification services CRS shall not use non-exclusive surveyors or agents).
9. To protect and process personal data as stipulated in REG. (EU) 2016/679

QUALITY OBJECTIVES

1. To maintain Paris MOU, TOKYO MOU and USCG RO related detentions of sea going ships under CRS class/statutory certification on the level of the IACS member societies
2. To maintain number of nonconformities, customer claims, appeals and disputes with CRS, at the level defined in the CRS Annual Plan
3. To ensure that services are carried out timely by own exclusive surveyors and only in exceptional and duly justified cases by exclusive surveyors of EU RO - IACS member societies with which CRS has agreement on co-operation, and that key survey and certification characteristics are at the level defined in CRS Annual Plan
4. To provide adequate infrastructure and safe working environment necessary not only to ensure conformity of services but also personnel protection at work (low rate-of accidents/ injuries) and protection of both maritime and inland waterways environment.
5. To provide, by careful recruitment, selection and training of personnel, competent, committed and motivated team (appropriate number of technical staff with low fluctuation rate) oriented to adequately awarded career in CRS
6. To permanently increase the share of activities on free market in relation to activities assigned by public authorities
7. To protect personel data
8. To posses valid relevant:
 - European Commision recognition of the CRS compliance with Regulation EC No 391/2009
 - Accreditation Certificate for organisations performing classification and statutory certification activities,
 - Annual Statement of Compliance confirming CRS compliance with IACS QSCS issued by competent accreditation body
 - Report of financial management compliance with the declared CRS status and policy, issued by independent financial auditing body
 - UNECE recognition of the CRS compliance with Ch. 1.15 of the ADN (*European Agreement concerning the International Carriage of Dangerous Goods by Inland Waterways*)
 - European Commision recognition of the CRS compliance with Annex Vi of the Dir.(EU) 2016/1629 (*laying down technical requirements for inland waterway vessels*),