



POLICY NO. 11

QUALITY POLICY

The Mid West Ports Authority (MWPA) facilitates trade through the Port of Geraldton on Western Australia's mid west coast. We are committed to conducting port activities effectively, efficiently and to the extent possible, to the mutual satisfaction of all stakeholders in the port.

Key principles of MWPA's Quality Policy are to:

- Encourage and facilitate the development of diversified trade and commerce through the use of port and related facilities;
- Ensure fair and equitable access to port services and facilities;
- Continue to plan for future growth and diversification opportunities, and adapt and continually improve our systems, services and operations to ensure ongoing financial sustainability;
- Recognise and understand the needs of our customers, and ensure they understand our services and role through regular interaction and communication;
- In responding to customer expectations, endeavor to balance the needs of all Port customers to ensure a safe and efficient port operation;
- Ensure our workforce enables growth, continuous improvement and customer focus.

MWPA is committed to complying with requirements and continually improving the effectiveness of our externally certified AS/NZS ISO 9001 Quality Management System.

MWPA will establish measurable quality related objectives. Continuous improvement is to occur through monitoring and review of key performance indicators and by considering customer feedback.

This policy forms part of an integrated management system together with Occupational Health and Safety Policy No. 10 and Environmental Policy No. 7.

Name: John Elkington
Title: Chairman
Date: 15 December 2017
Board Meeting: 037
Resolution No.: 17/162

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Signature

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Date