



TAMROSE
MARINE LOGISTICS

Quality Policy

TAMROSE is a wholly indigenous offshore marine logistic services provider to the Nigerian oil and gas industry. Deploying some of the most well maintained and manned vessels in Nigeria, we aspire to continuously provide world-class quality services in full compliance with Safety, Regulatory and Statutory requirements. By working to safely provide 100% planned vessel uptime for our clients, we aim to become the marine sector's *dominant player and symbol of excellence!*

Our Quality Policy, therefore, is a critical driver of our aspiration for excellence as well as our quest for dominance. In TAMROSE, we strongly believe that only by providing quality, value adding services that exceed customers' expectations can we justify our reason for existence and aspirations.

Consequently, Management is resolutely committed to driving this quality policy anchored on the following 6 principles;

1. We consider every customer order/request, a privileged opportunity to serve and showcase the differentiating *"TAMROSE Quality Service"*.
2. To achieve our service standard objectives, we ensure our qualified and well-trained personnel first understand the customer's needs and work assiduously within procedural guidelines and extant industry best practice to deliver at the *highest quality standards*.
3. Since no service order is fulfilled by only one individual, we prioritize Teamwork while making sure that all our personnel are accountable for the quality of their individual task which ultimately manifest in the final *superior quality service output of TAMROSE*.
4. TAMROSE recognizes that *the quality of a service* is only as good as its delivery process. Consequently, we remain resolutely committed to continuous improvement of the quality management system through constant evaluation of our service delivery process, identifying the potentials for error and or reduced efficiency, and taking process-oriented actions to eliminate errors and improve efficiency.
5. Ensuring that all TAMROSE Personnel have full knowledge of and ownership of this policy, demonstrates same by job proficiency and their ability to render *quality services safely, first time and every time*.
6. While we strive *to render quality services at all times*, we remain humble enough to accept that we don't always achieve this aim. Therefore, we embrace customers' complaints, investigate and do our best to right them as fast as possible while applying lessons learnt towards avoiding a future re-occurrence.

Objectives needed to ensure that the requirements of this policy are met and that continuous service delivery improvements are maintained in line with the spirit of the policy, will be set, validated and monitored at Management Review. The quality policy principles and related objectives will be communicated and available to all staff & vendors working for or on behalf of TAMROSE while continuous training will be an integral part of the strategy to achieve these objectives.

Signed: 

AMBROSE OVBIENO
Managing Director
Tamrose Limited