


Document Type	Policy			 Port of Milford Haven
Document Number	QA-MGT-POL-001			
Document Name:	Quality Policy			
Date Issued:	10/05/2023	Revision:	0	
Sensitivity:	Internal	Page No:	1	

### 1. Purpose

The purpose of this policy is to support a safe, sustainable and customer focused approach to quality across the Port of Milford Haven’s business, products, and services to deliver our Strategy & Vision for the future of the Haven.

### 2. Scope

This Policy is applicable to all Port products, services and all Port employees and where applicable contractors working on its behalf.

### 3. Policy Statement

The Port of Milford Haven is a diverse trust Port with many different services, customers, and stakeholders. These range from heavy industry through to the general public, on waterway, shoreside and around our business & properties. We will build a quality culture throughout our business by:

- Operating a safe, sustainable customer focused business to benefit current and future generations
- Operating our Quality Management System as part of the wider Port Integrated Management System (PIMS) which will allow the Port to monitor, measure and improve our performance
- Identifying and satisfying our legal requirements and needs & expectations of our customers (internal & external), stakeholders and other interested parties relating to our products and services
- Monitoring & measuring our performance by setting SMART Quality objectives and Key Performance Indicators to drive continual improvement
- Identifying and engaging with key customers to build customer intimacy and better understand their requirements both current and in the future, and work collaboratively to help shape our business & services
- Taking a risk-based approach to our activities to ensure unintended consequences or opportunities are captured, investigated & acted upon through the Assurance Framework
- Collaborating with local & National Government, suppliers, customers and stakeholders to ensure we plan for the future today
- Ensuring employees are engaged through training, understand their roles & responsibilities, and have the tools and resources they need within our quality management system

Signed on behalf of the Senior Management Team.

Name.....Tom Sawyer

Signature.....



Position.....CEO

Date.....10 May 2023



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