



MANAGING DIRECTOR'S QUALITY POLICY STATEMENT

The primary objective of Ships Electronics Services Limited is to be the UK market leader for the supply of high quality electronics, communications and navigational systems for maritime purposes by the provision of a first class delivery, installation, maintenance and repair service.

It is essential that the Company is sensitive to the needs of its Customers, bearing in mind national and international regulations and it is the Company's policy to design, install and maintain equipment to the complete satisfaction of the customer and regulatory authorities. To this end a conscious effort is made to monitor and evaluate scientific innovation, product development and legislation relevant to the Company's activities.

The Company is dedicated to providing total customer satisfaction in all that it does. It has set objectives to ensure its customers are totally satisfied and is committed to a policy of continual improvement in all aspects of its service. As part of this commitment the Company achieved certification in 1998 to the International Quality Standard EN ISO 9001. The Company has and will continue to maintain written procedures that will enable this policy to be implemented and ensure that all customer expectations and requirements are fully and efficiently satisfied

The Managing Director has appointed a Quality Assurance Manager who is directly responsible to him for ensuring that the Quality Assurance system is established and maintained and to report on its performance. The Company has an established Quality Council which includes all members of the Company's management team who are directly involved in the Quality Assurance system. The Quality Council meets half yearly to monitor the performance of the Quality Assurance system; to identify any problems affecting quality; to initiate, recommend and provide solutions thereto.

The Company recognises that these goals can only be achieved with the continued co-operation and dedication of its employees and it actively encourages team spirit. The Company is conscious of its responsibility for the health and safety of employees, subcontractors, customers and members of the public and is committed to the training, personal development and motivation of its entire staff. Through this effort the Company believes, and is determined, to achieve increased profits in order to promote the future growth of the Company and its investment in plant and equipment.

It is the responsibility of all employees to ensure they understand this Policy and implement the Company's written Procedures. It is the responsibility of Company Directors and Managers to ensure that all Company personnel are fully conversant with this Policy.