



MCAQA Quality Policy



Maritime and Coastguard Agency Quality Assurance (MCAQA) is committed to continual improvement at all levels of the organisation through the accomplishment of the following quality objectives:

- Giving confidence to all parties that MCAQA delivers its certification activities to the ISO 9001 and 14001 standards in an impartial and competent manner, manages conflicts of interest and ensures objectivity;
- Determining and fulfilling customer requirements and thereby achieving customer satisfaction;
- Harmonising ISM, ISO 9001/14001 and ISPS audits and MLC 2006 inspections to meet customer demands;
- Continuous development of staff by appropriate training; and
- Exhibiting a flexible approach to new ideas and practices.

MCAQA is part of the Maritime and Coastguard Agency (MCA) and maintains an independent quality management system for its dealings with clients in line with ISO 17021:2015. This approach has the full commitment of the Chief Executive and the Directors who are responsible for driving forward continual improvement.

MCAQA views the safeguarding of impartiality as extremely important in maintaining public confidence in MCAQA's activities. MCAQA's internal management reviews take appropriate action to maintain impartiality, if any threats are identified arising from the actions of other persons, bodies or organisations.

The MCAQA Impartiality Committee is the body charged to provide independent assurance regarding MCAQA's impartiality and to counteract any tendency to allow commercial or other considerations to prevent the consistent, objective provision of certification activities. The membership consists of an MCAQA member and external members including the Chair who are independent of MCAQA and its clients.

Relevant MCAQA quality management system documentation, such as the Quality Manual and procedures, is available on the MCA M-Net.

This Policy will be reviewed regularly to ensure it reflects changes to MCAQA and its operating environment.

Brian Johnson
Chief Executive

8 November 2018

