

Quality Policy

The Quality Policy of MEDITERRANEAN MARITIME TRAINING CENTER is:

- To implement the training courses undertaken with a methodology satisfying the needs and requirements of the customers and trainees, as these have been defined in assignments or agreements. This is done by implementing the training courses undertaken with a methodology ensuring that the Training Aims and Training Objectives are fulfilled and by achieving the transfer of required knowledge and skills to Trainees, always keeping costs to competitive levels;
- To implement the Training Courses undertaken in accordance with the requirements of the International Convention STCW 1978 as amended. To monitor the field of the National and International competition and directly incorporates any positive development;
- To implement the Training Courses undertaken in accordance with the requirements of Cyprus Flag Administration related to the operation of the Maritime Training Schools;
- To employ instructors selected by the Training Manager on the basis of minimum requirements of the Centre, their experience, technical competence, academic education and their willingness for participating in the training aims and objectives of the Training Centre; and
- To implement the training Aims and Objectives set through the effective monitoring and management utilizing the Quality Management System.

For the achievement of the aforementioned, the Training Centre has documented and is implementing a Quality Management System in accordance with the requirements of the International Standard ISO 9001:2015, encompassing all activities affecting the quality of provided Training Courses, of the Centre' s services and relationship with Customers - Trainees.

Top Management has established quality objectives which should be reviewed annually. This is achieved through:

- ❖ Consideration of the Company's context and aligning the Quality Management System with its strategic direction
- ❖ Compliance with the current regulations
- ❖ Satisfying the relevant customers' and interested parties' needs and requirements

The Company adopts a proactive approach concerning any legal requirements and the needs of its customers, and is responsive to their comments, requests, suggestions or complaints, trying always to improve the value of its service. We will ensure that customer requirements are monitored and met in order to enhance customer satisfaction.

The company will comply at all times with all relevant statutory and regulatory requirements and all Training Courses provided are developed in accordance with the requirements of specific Flag Administrations.

The Quality Management System is the tool for development, improvement and further recognition of the Training Centre and has strong support of the management in terms of resources and means for the efficient and effective implementation and continuous improvement.

The Quality Policy adopted by the Training Centre is understood by all Personnel and Associates and its implementation and maintenance on a daily basis should be practiced. This policy is available to all interested parties, as appropriate.