

QUALITY POLICY

FOCAL SHIPPING SERVICES GROUP (FSS) is a Dubai based independent company with a diversified portfolio in shipping and logistics services. Our focus is to always exceed our clients' expectations and deliver professional services with a personal touch.

FSS is committed to:

- Ensure customer satisfaction in every order that we process by meeting requirements for product quality and delivery schedule;
- Resolve customer complaints in a timely manner;
- Ensure high quality of the final service/product by controlling all stages of service delivery;
- Comply with applicable legal and other statutory requirements the organization subscribes to;
- Provide assurance, through regular Internal Audits and Managements Review Meetings that the Quality Management System remains effective in meeting requirements;
- Creating good relations with suppliers of goods and services by means of implementing an effective evaluation system;
- Engage in continual improvement through management commitment and employee participation at all levels of the organization.

Quality is regarded as a joint responsibility of management, employees and all stakeholders involved in our operations. At **FSS**, we are engaged in continual improvement through management commitment and employee participation at all levels of the organization.

The Quality policy shall be available to interested parties. It shall be communicated throughout the organization and reviewed annually for continuing suitability.



Capt. Parag Jain
CEO

Dated: 01.July.2022