



ISA QUALITY POLICY

ISA is engaged in providing high quality Shipping Agency, Ro-Ro and related Logistics services in Kuwait.

ISA is committed to fully satisfying its interested parties by providing them with consistently high levels of service whilst continually seeking to improve them. Furthermore, to satisfy the demands of relevant interested parties, ISA will develop new services.

In the company's endeavor to enhance "customer satisfaction" by meeting the requirements of interested parties both internally and externally, the General Manager, together with the managers, will identify key performance indicators (KPIs), to measure efficiency and performance of its processes and to use technology to assist where possible. ISA will involve its interested parties in this exercise through directed survey.

The results of measurement / analysis will be used to advance objectives within ISA. ISA is committed for the continual improvement of Quality Management Systems.

General Manager will be responsible for ensuring that quality systems are implemented within their departments in compliance with applicable regulations and that their staffs understand their own responsibilities about "Quality" in the performance of their work.

General Manager