
QUALITY POLICY

We are convinced that, in order to remain the market leader, it is essential to constantly adapt our services to the market new requirements and necessities.

In order to do that, it is necessary that the vocation for Quality control is present in all activities and decisions of the organisation, and that all personnel assumes that the quality of the service depends on each member of the company that participates on providing the service, that is:

“Each person of our company is responsible for the quality of his own work”

The policy adopted by the company is to work with a quality system, documented and regularly verified for its fitness and permanent effectiveness, under the applicable rules and specifications in the container handling business.

OBJECTIVES QUALITY POLICY

- Ensuring that the service offered by the company satisfies the customer requirements and expectations.
- Prevent the appearance of defective services in any field of the internal or external company activity.
- Implement the technological improvements that allow optimizing the customer satisfaction.
- Reduce the costs and risks of “lack of quality”.
- Achieve the greatest degree of participation and integration of all staff in the quality policy.
- Adapt and demand the quality level of the services and products received from suppliers and contractors, so that they are adjusted to the needs of our services, since these are, actually, the needs of our clients.

CARLOS LARRAÑAGA
General Manager