

Flow Water Technologies Ltd is committed to meeting customer and interested parties needs and expectations and build external providers relationships exhibiting high ethical values, a sense of responsiveness and respect for the individual and comply with the relevant legal requirements and achieve the quality targets of the company for each department.

The basic principle and commitment of our company and the philosophy of its members is to provide customers high level services that cover their conventional requirements. In order to achieve the above, the Management of «**FLOW WATER TECHNOLOGIES LTD**» has established a Quality Management System according to the requirements of the International Standard **ISO 9001:2015** in reference to: *“The Design, building and installation of Ballast Water Management Systems”*, which is applied in all the processes that can affect its services and products quality, its employees’ health and safety and welfare and therefore the customers’ satisfaction.

Ambition and commitment of the company is the continual improvement of the Quality Management System, by implementing the following:

- Maintaining a shared quality vision and a focus on continuous improvements to our products, processes and services
- Understanding the requirements and meeting the needs of customers
- Involving all employees in the delivery of quality products and services
- Meeting all current requirements of national and international regulations
- Provides the essential resources for the unhindered, efficient and effective operation of each company’s Department.
- Eliminates the qualitative customer’s complaints.
- Sets measurable objective Quality targets in a corporate level and a functional level of the Departments as well as regarding the services/ products. These objectives are established and evaluated according to their level of achievement after Quality Management System is reviewed by the CEO/ General Manager of the company.
- Encourages and continuously trains its personnel, for them to achieve quality & safety in each activity of the company.

We aim to create a value for our interested parties by continually improving, standardizing and innovating of our systems and processes through team work and competence of our employees.

for **FLOW WATER TECHNOLOGIES LTD**



CEO/ General Manager

19/01/2019
Date of Approval