



# Pacific Maritime Lawyers Pty Ltd

## QUALITY POLICY

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## Quality Policy

### 1.1. Purpose, scope and users

The purpose of this document is to ensure understanding of the sources of risk, and opportunities that arise from the context of Pacific Maritime Lawyers and requirements of interested parties, and their treatment.

Users of this document are top management members of Pacific Maritime Lawyers within the scope of the QMS.

The basic orientation of Pacific Maritime Lawyers is to be recognised for quality in the legal and consulting profession.

### 1.2. Quality Objectives

Set annually. Monitored through internal processes.

These objectives will be achieved through the following actions:

- Consideration of context of the organisation and aligning the Quality Management System with the strategic direction of Pacific Maritime Lawyers
- Satisfying customer and applicable statutory and regulatory requirements
- Management of organisation, along with employee-established quality objectives and defined responsibilities for their fulfillment
- Establishing, applying, maintaining and continual improvement of effectiveness of Quality Management System – ISO 9001:2015
- Continual enhancement of customers' satisfaction
- Careful selection of suppliers to ensure the products meets the criteria of the purchasing policy
- Commitment to increase quality of legal representation and consulting advice in order to exceed customers' expectations
- Understanding how our jobs fit into the overall flow of work at Pacific Maritime Lawyers

### 1.3. The framework for setting quality objectives is defined in the Quality Manual

### 1.4. Resources for achieving Policy Objectives

- The Practice Manager, or delegate, is responsible for communicating the Quality Policy to all persons working for or on behalf of the organisation and making it available to the public.
- Tracking and applying new technologies and educating employees
- Making continuous improvement a part of every day and every job
- Ensuring that our Policy and Procedure Manuals reflect what we actually do
- Continuously upgrading the Quality Management System in all stages ranging from initial consultation to matter close out.