

## Quality Performance Indicators

PI Aspect	Impact	Significant Sources / Uses	Destination	Objective	Compliance with ISO 9001	Significance	Frequency	KPI	Target	Min	Accountable Person	Responsible Functions
Customer Focus, Communication & Satisfaction	N/A	N/A	N/A	1. Enhance client satisfaction 2. Feedback and handling, dealing with complaints	8.2.1	1	A	Customer Evaluation	Long Term Charterers(>12 Months) =10 , Short Term Charterers(<12 Months) =10	N/A	General Manager - Operations	All Company's functions
						1	A	Terminals Feedback	Rating 4 and 5 (90%)	4	General Manager - Operations	All Company's functions
						1	A	Increase average evaluation score.	10	8.9	General Manager - Operations	All Company's functions
Competence, awareness and training	N/A	N/A	N/A	1. Having the right person at the right position		2	A	Officers' retention rate (Senior Officers)	>94%	85%	Sea Personnel Manager	Sea Personnel Dpt.
						2	A	Officers' retention rate (Junior Officers)	>85%	70%	General Manager - Operations	Sea Personnel Dpt.
						2	A	Shore personnel retention rate	>90%	85%	General Manager - Operations	HR Dept.
						2. Leading by example		Q,A	Senior Management visits to the fleet, HSE related. ( 2 per yearquarter)	3 visits/ quarter- 12 per year	N/A	General Manager - Operations
Customer Property	N/A	N/A	N/A	1. Care of customer property 2. Maintain vessels for optimum performance	7.5.4	2	Q,A	Maintain 0 (zero) off-hires excluding refit periods as required by Class/Customer.	0	0	General Manager - Operations	HSSE,Fleet,Opeartions Depts.
						1	Q,A	Reduce vetting deficiencies.Average overall scoring less than last year using SIRE spreadsheet scoring.	less than 2,3 by 1%	2,3	General Manager - Operations	HSSE,Fleet,Vessel
						1	Q,A	PSC Deficiencies	deficiencies per inspection <=1	N/A	General Manager - Operations	HSSE,Fleet,Vessel
						1	Q,A	Data Transparency Indicator	ratio of 2 internal findings versus 1 external (<=2)	N/A	General Manager - Operations	HSSE,Fleet,Vessel
						1	Q,A	Monitoring of PMS outstanding jobs significant equipment	Qualitative	N/A	General Manager - Operations	Fleet Manager, Ship Manager, Master
						1	Q,A	Uptime (Fleet Utilization %, basis technical performance)	>=99.5%	N/A	General Manager - Operations	Fleet Management,
						1	Q,A	Avoidable Process failures leading to cost > \$250,000	target of <=1	N/A	General Manager - Operations	HSSE,Fleet,Vessel