

Quality Performance Indicators 2019

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) =5	N/A	Head of Operations	All Company's functions
						1	A	Terminals Feedback	Rating 4 and 5 (93%)	4	Head of 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)	>96%	85%	Sea Personnel Manager	Sea Personnel Dpt.
						2	A	Officers' retention rate (Junior Officers)	>98%	70%	Head of Operations	Sea Personnel Dpt.
						2	A	Shore personnel retention rate	>95%	85%	Head of Operations	HR Dept.
						Q,A	Senior Management visits to the fleet, HSE related. (2 per yearquarter)	3 visits/ quarter- 12 per year	N/A	Head of Operations	All Company's functions	
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	Head of Operations	HSSE,Fleet,Opeartions Depts.
						1	Q,A	Vetting deficiencies. Fleet number of observations per inspection.	<2	2,3	Head of Operations	HSSE,Fleet,Vessel
						1	Q,A	PSC Deficiencies	Deficiencies per inspection <0.8	N/A	Head of Operations	HSSE,Fleet,Vessel
						1	Q,A	Data Transparency Indicator (SIRE vs Internal)	ratio of 2 internal findings versus 1 external (>=2)	N/A	Head of Operations	HSSE,Fleet,Vessel
						1	Q,A	Monitoring of PMS outstanding jobs significant equipment	Qualitative	N/A	Head of Operations	Fleet Manager, Ship Manager, Master
						1	Q,A	Uptime (Fleet Utilization %, basis technical performance)	>=99.5%	N/A	Head of Operations	Fleet Management,
						1	Q,A	Avoidable Process failures leading to cost > \$250,000	target of <=1	N/A	Head of Operations	HSSE,Fleet,Vessel
						1	Q,A	Data Transparency Indicator (All External vs Internal)	ratio of 2 internal findings versus 1 external (>=2)	N/A	Head of Operations	HSSE,Fleet,Vessel
						1	Q,A	Data Transparency Indicator (External Navigational Findings by Vetting, Flag, Class, PSC vs Internal Findings by Navigational Audits, 3rd Party Navigational Audits, VDR Audits)	ratio of 3 internal findings versus 1 external (>=2)	N/A	Head of Operations	HSSE,Fleet,Vessel
						1	Q,A	Best Practices Identified	1 Best Practice to be Identified every Quarter and implemented fleetwide.	4	Head of Operations	HSSE,Fleet,Vessel