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## QAM 1 - SCOPE OF THE QUALITY MANAGEMENT SYSTEM

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### 1.1 Company Background

- 1.1.1 The Triton Marine Group (Triton) was established in 1986 with its Head Office located in Vancouver, B.C. by combining the management of existing organizations that included Arya Marine Supply and Maritime Services. Triton continues to grow, adding Pharos Marine Electronics in 1996 and the Triton Agri Division in 2001, and provides the most complete ship's chandlery service in Western Canada.
- 1.1.2 Triton operates across Canada as distributors, dealers and brokers providing sales and service of a wide range of products to all areas of the marine industry from deep sea ships to pleasure boats.
- 1.1.3 Triton has six operating divisions whose primary market is the full range of the marine sector from ocean going ships to pleasure craft.
- 1.1.4 The six operating divisions are as follows.
  - 1.1.4.1 Arya Marine Supply are ship's chandlers who provide provisions, duty free or bonded items, and cabin, medical, deck and engine stores to a variety of vessels - freighter, cruise, deep sea fishing and specialty. In business since 1973, Arya Marine Supply is as comfortable masterminding a 40 foot container of provisions to Asia as it is supplying small vessels plying the coast of B.C.
  - 1.1.4.2 Maritime Services are agents, representatives and, in some cases, stocking distributors for organizations that primarily service the marine industry in the area of marine electronics and safety products. Maritime Services have been in business since 1979 and supply and service all manner of marine electronic and other nautical and associated equipment. This includes everything from survival suits to marine distress signals. They are an internationally accredited marine charts and publications agent and have one of the most modern registered liferaft service stations on the west coast of Canada.
  - 1.1.4.3 Pharos Marine Electronics distributes and services marine electronic products across Canada for the commercial shipping and pleasure boating sectors. The product lines, that include the Japanese Furuno line and the Pains Wessex line, comprise a full range of radar, sounders, navigational aids and communications equipment. Pharos maintains a network of authorized dealers who sell and service the product lines across Canada.



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- 1.1.4.4 Albi Beverages bottles a range of carbonated and juice beverages with an Italian or European taste that satisfies a need not being addressed by other bottlers. In addition, Albi bottles carbonated and still water for supply to many customers internationally.
- 1.1.4.5 The Quarterdeck is a marine retailer located on Granville Island in the City of Vancouver. In addition to an eclectic mix of casual marine wear, nautical brass, and nautical gifts and curios, the Quarterdeck is, possibly, western Canada's largest exclusively marine bookstore.
- 1.1.4.6 The Triton Agri Division is a developer and distributor of agricultural seeds located in Chilliwack, BC.
- 1.1.5 This Quality System applies to three operating divisions only - Arya Marine Supply, Maritime Services and Pharos Marine Electronics. It does not apply to Albi Beverages, The Quarterdeck or the Triton Agri Division.

### 1.2 Scope

- 1.2.1 The scope of the Quality Management System for which registration and assessment applies is for the Triton Marine Group and three of its operating divisions.
  - 1.2.1.1 Arya Marine Supply - as ship's chandlers, the supply of provisions, duty free or bonded items, and cabin, medical, deck and engine stores.
  - 1.2.1.2 Maritime Services - as marine wholesalers, the supply and servicing of a complete range of electronic and safety products that include nautical instruments, marine distress signals, liferafts, marine charts and publications.
  - 1.2.1.3 Pharos Marine Electronics - as manufacturer's representatives, the importing, sale and servicing of marine electronic equipment including a full line of radar, sounders, navigational aids and communications equipment.
- 1.2.2 The scope of this Quality Management System includes all operations of above three divisions of the Triton Marine Group that support the ability to meet the commitment to quality.
- 1.2.3 There are no design and development processes within the operations covered by this Quality Management System and the requirements of Section 7.3 of the ISO 9001:2000 Standard have been excluded.



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**1.3 Application of the Quality Policy**

1.3.1 The Quality Policy of the Triton Marine Group is stated in the Quality Statement.

1.3.2 The Quality Statement is signed by the Managing Director and states - "We at Triton Marine Group are committed to meet or exceed the expectations of our customers. Through dedicated teamwork, we shall ensure that we supply quality products and services to the complete satisfaction of our customers, and take pride in doing so."