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## QAM 2 - OBJECTIVES AND PLANNING

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### 2.1 System Management

- 2.1.1 The quality management system of Triton is based upon the requirements of ISO9001:2000 and is intended to demonstrate to customers the capability of meeting their requirements, and to enhance customer satisfaction through the effective application of the system.
- 2.1.2 The quality management system recognizes that the operations within the system are made up of a number of processes. The processes are identified in the Quality Assurance Procedures. These Procedures identify the key elements and responsibilities within each of the processes and identify the sequence and interaction of these processes.
- 2.1.3 The Managing Director is responsible for the overall monitoring of the conformance to and effectiveness of the systems and procedures described in the Quality Assurance Manual (QAM), Quality Assurance Corporate Procedures (QACP), Quality Assurance Division Procedures (QADP) and Work Instructions (WI).
- 2.1.4 The Management Representative through, as appropriate, the Division Management Representative in each Division is responsible for the day-to-day monitoring of the conformance to and effectiveness of the systems and procedures described in the Quality Assurance Manual (QAM), the Quality Assurance Corporate Procedures (QACP).
- 2.1.5 The Management Representative through the Division Management Representative in each Division is responsible for the day-to-day monitoring of the conformance to and effectiveness of the systems and procedures described in the Quality Assurance Division Procedures (QACP) and Work Instructions (WI).
- 2.1.6 The Triton Marine Group and the three Divisions each conduct a formal management review meeting at least once every four months to ensure the Quality Management System reflects the current requirements of Triton and its customers. The results of the Division Management Review meetings are presented to the Corporate Management Review meeting.

### 2.2 Quality Objectives



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- 2.2.1 The Quality Statement includes a commitment to quality. Triton ensures that it meets that commitment by establishing goals and objectives that are measurable and consistent with the Quality Policy.
- 2.2.2 Quality objectives are set in areas that contribute to the performance of the organization in meeting customer needs, while striving for continual improvement. Objectives are established at Corporate level as well as in each of the Divisions.
- 2.2.3 Objectives are set at Management Review meetings or at meetings arising out of the review. Objectives may be reviewed at any appropriate time. The resulting objectives are documented and the performance against the objectives is measured and analyzed.
- 2.2.4 Subsequent to each setting or revision of quality objectives, the General Managers or Department Managers meet with their employees to explain the relevance and importance of their activities and their contribution to the achievement of the quality objectives. Performance against objectives is used as a means of measuring the effectiveness of the quality management system.

### 2.3 Quality Management System Planning

- 2.3.1 Triton plans the activities and resources necessary to meet its Quality Policy and Quality Objectives. The planning is consistent with the requirements of this Quality Management System.
- 2.3.2 Planning takes place at appropriate times including:
- (a) Management Review meetings,
  - (b) Process planning of new or modified Triton requirements,
- 2.3.3 During the planning process, Triton ensures that consideration is given to the processes within the Quality Management System and the resources required to operate the System, and to their continual improvement of those processes and resources.
- 2.3.4 The results of the planning, and of the activities and resources required are documented.



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- 2.3.5 When organizational change is required, planning ensures that it is conducted in a controlled manner and that the integrity of the Quality Management System is maintained during the change.