



QUALITY POLICY

FEPORTS, Port Institute for Studies and Co-operation in the Valencian Region, builds links between the commercial and recreational marine sectors and to be a means of development for the port sector and of building the region's competitiveness.

The Institute's basic aim is to support the port sector in both general interest harbours and ports under the competence of the Regional Government. By means of promotion, participation and development of studies, innovation programs, assessment, technical assistance, cooperative activities, organization of formation events and activities, the institute carries out the above mentioned support.

To achieve its aims FEPORTS's direction compromises itself to:

- **F**oment the participation of all members of the organization in the presentation of a quality service.
- **E**stablish the mechanisms of diffusion of the management's system politics and guard over its fulfillment.
- **P**romote the development of the personal skills of all members of the organization.
- **O**rientate the suitable assignment of necessary resources to guarantee the quality in all its processes.
- **R**einforce the commitment of improvement of the system's efficiency and of its processes through the establishment of aims and goals in the frame of the present politics.
- **T**ake as a fundamental principle the commitment of fulfillment with the legislation and applicable regulation and with the records of the management system and other requirements.
- **S**atisfy the needs and expectations of our clients with a clear commitment of constant improvement.

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Vicente Cerdá García de Leonardo
MANAGING DIRECTOR