

QUALITY POLICY

KLIPER - Nautical educational centre has the intention of taking an active interest in educating mariners all over the world as well as implementing international STCW convention and Croatian regulations based on it; the centre is performing Quality management by the international standard HRN EN ISO 9001:2015.

The intention of Quality management is a permanent increase in general standards and quality of education and learning.

The aims of Quality management are:

1. To ensure full customer satisfaction by implementing efficient Quality management including improvement procedures to fulfil all our customers' needs,
2. To ensure a good and stable working environment for our staff,
3. To meet all material, technical and programme standards, national as well as international, and regulations for educating maritime personnel.
4. To implement the Project according to project plan (2018 -2020)

Yearly plans and aims of the company are determined in regular conference of the Board of directors at the beginning of the school year where the previous year is also being analysed. The aims of the company are being determined and created by using risk assessment as well as opportunity evaluation, which are appropriate to the purpose and context of the Centre.

The leadership of KLIPER ensures that Quality management HRN EN ISO 9001:2015. communicates the needs within the Centre itself, adjusted with its purpose and context, towards all members of the staff. In addition, the staff is acquainted with the fact that all document information regarding Quality management refers to their regular work performance.

The policy of Quality management is, if needed, available to all interested parties and it is available at the Centre's website.

All educational procedures are being monitored and controlled through Quality control according to the annual plans of quality assessment.

The headmistress of the Centre confirms her approval of the stated policy of quality.

Split, 11 June 2018

Headmistress:
Natalija Palčić
Natalija Palčić, M.A.

