

## VISION AND MISSION

To achieve its objectives Pro Liquid B.V. has developed a Quality management System based upon:

- The Quality Policy and Annual Objectives
- The management of key business processes
- Pro Liquid Safety Management System (SMS)
- The Continuous Improvement Programmer (CIP)
- Quality feedback from customers

### **Vision and values**

The vision of Pro Liquid B.V. is to create a progressive and sustainable company:

- Be a respected partner in business
- Deliver innovative answers to problems
- Attract and recognize talent
- Promote a culture of safe operation and top performance creating long-term value

### **Quality Policy**

Pro Liquid B.V. is fully committed to working with our customers (clients) and suppliers to achieve the vision of being an 'industry leading' services and equipment supplier to the marine industry.

We work hard to continually improve our products and services and aim to:

- Exceed our customers' expectations
- Complete work on time and within budget
- Invoice quickly and accurately

### **We commit to**

Strong line management, providing resources and creating an environment in which our employees can operate effectively and deliver improvements to or services and products.

### **Clear targets and objectives**

Set and monitored by management to deliver our strategy and achieve the desired results.

### **Research & Development**

Investment on research and development to keep abreast of new developments and new legislation.

### **Motivated and involved staff**

Regular team talks and open discussion during planning

### **Mutually beneficial Supplier relationships**

Creating long-term sustainable value to customers and our suppliers

### **Optimized Business Processes**

Strive towards a paperless office wherever possible. Streamline to efficiently support operations.

### **Robust Quality Management Practices**

The management practices are in place to:

- Comply with international standards and industry guidelines
- Regular internal audits to ensure that our Quality System remains effective and capable of meeting management and customer expectations.

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Managing Director  
Gerd Jan van de Pol