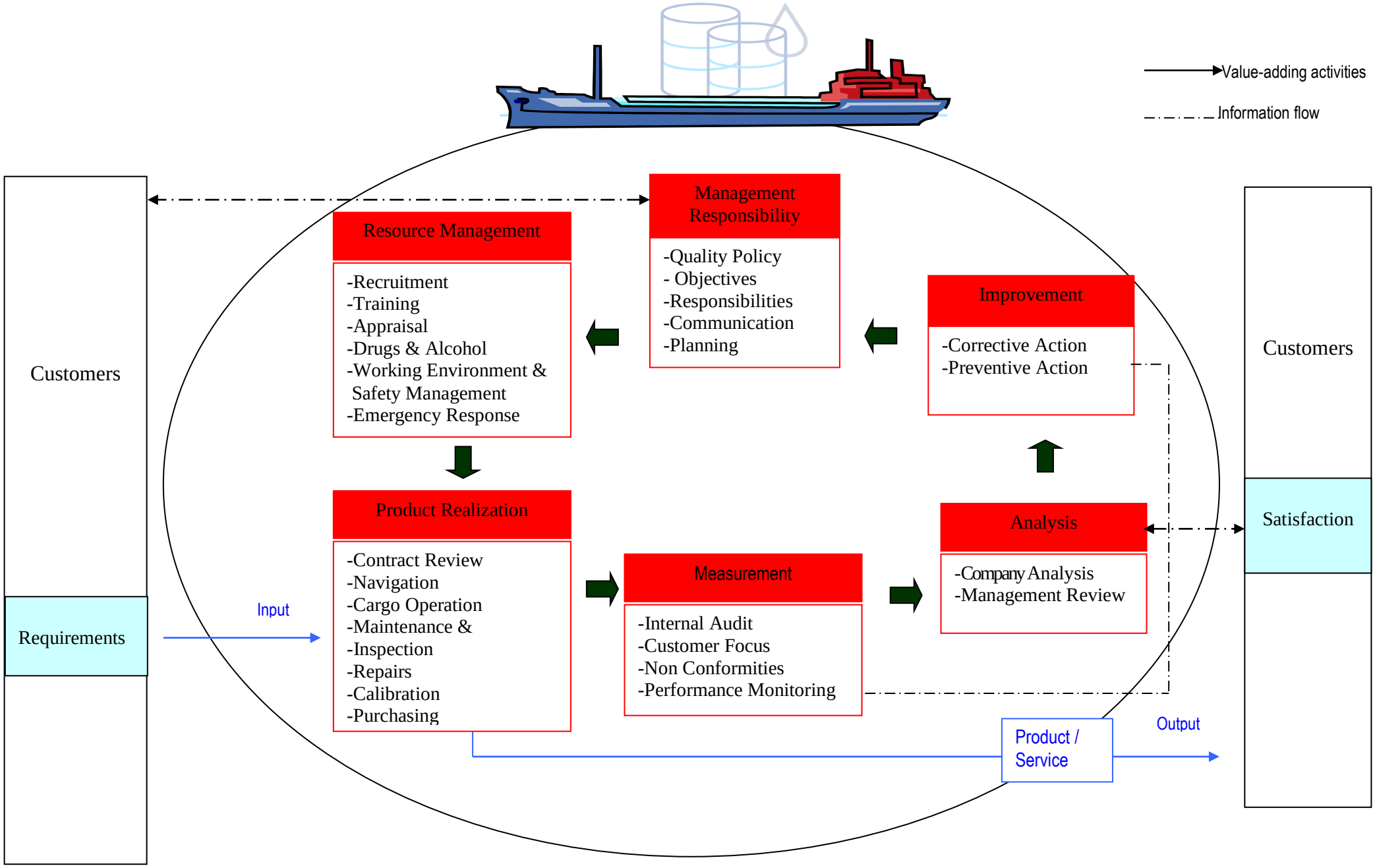
Value-adding activities
Information flow
Customers
Requirements
Input
Management Responsibility
-Quality Policy
- Objectives
-Responsibilities
-Communication
-Planning
Resource Management
-Recruitment
-Training
-Appraisal
-Drugs & Alcohol
-Working Environment & Safety Management
-Emergency Response
Product Realization
-Contract Review
-Navigation
-Cargo Operation
-Maintenance &
-Inspection
-Repairs
-Calibration
-Purchasing
Measurement
-Internal Audit
-Customer Focus
-Non Conformities
-Performance Monitoring
Analysis
-Company Analysis
-Management Review
Improvement
-Corrective Action
-Preventive Action
Product / Service
Output
Customers
Satisfaction