



DAMEN SHIPYARDS
AVELINGEN WEST 20 - CENTRAAL
4202 MS GORINCHEM - NEDERLAND
DIMENSIONS: 135 X 95 X 11
GROSS WEIGHT: 546
CASE 1 OF 2



DAMEN SHIPYARDS GORINCHEM

QUALITY STATEMENT

DAMEN

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Member of the DAMEN SHIPYARDS GROUP



DAMEN

QUALITY STATEMENT CUSTOMER

Our customers are central in our activities. Damen vessels are designed and built to meet customers' expectations. In addition, we can offer the right combination of services that fit our customers' needs.

We take great care in giving our valued customers the best advice in the proposal phase so that their purchase is completely fit for purpose. As we strive for maximum quality we listen carefully to customer and other stakeholders feedback in order to continuously improve our products, services and processes.

We succeed when our customer succeeds, therefore we endeavour being flexible and creative in adapting to the requirements of our customers.

QUALITY STATEMENT PRODUCT

Damen is well known for its standard proven designs with excellent performance throughout its lifecycle. Though our vessels are standardised we have preserved our flexibility; all vessels can be tailored in order to fulfil customer specific requirements.

Our vessels are built and equipped with high quality materials and systems, to make them persistent and sustainable, resulting in a long lifespan. We strive for optimal design for Production in order to increase efficiency at our production yards. Besides this we design for Operation and Services to optimise the operation of the product when it is in use and to ease maintenance.

During the lifecycle of the product we can provide excellent services and in this way be a reliable partner for our customers in their operations.

All layers of the organisation, including external parties, are highly encouraged to provide suggestions for improvement regarding our products. Not only feedback, but also a proactive learning approach based on customer requirements, customer needs, market development and new technologies; give direction in our product development.

QUALITY STATEMENT

Quality of our products and services is of paramount importance for Damen Shipyards Gorinchem. Our quality policy is focussed on control of our activities as a result of which maximum quality, productivity, flexibility and cost reductions are achieved.

Realising that our customers have to outperform in their operations, Damen is committed to continuously improve its products and services, to meet customers' and other stakeholders needs. Damen therefore invests in product, process and organisational development and together with all our employees we are aiming to constantly improve our sustained performance.



Jan-Wim Dekker
CHIEF PRODUCTS OFFICER

March 2017

QUALITY STATEMENT PROCESS

Damen has always invested in long term relationships and close cooperation with our strategic suppliers and subcontractors. These relationships help us to improve our processes, to further smooth the supply chain, and to improve the quality of the products they supply. Close cooperation and clear communication internally as well as externally is of evident importance to us. By investing in enhanced production techniques and standardisation, in combination with dedicated and skilled employees, the building process will be continuously improved.

As our processes extend borders, we are setting up international process monitoring and analysis tools together with the execution of international audits, to assure our customers get a qualitative product wherever the customer chooses to build.

Damen realises its customers expect a qualitative product that is produced with respect for laws, people and surroundings regardless of the building location.

QUALITY STATEMENT ORGANISATION

By investing in all layers of the organisation – department, team and individual development – we are creating a proactive learning organisation that is always striving for optimisation and continuous improvement of our operations and products.

Optimal management and performance information on compliance, risks, internal and external context help our management in steering the organisation and signalling for trends and early indicators, to preserve the sustained success of Damen.

In our operation human capital is of great importance. We therefore pay attention to individual development, because we believe we can excel by having dedicated employees who carry the Damen values: transparency, respect, flexibility and creativity.

QUALITY STATEMENT

