



QUALITY POLICY

Operational Excellence and Sustainability

The Port Authority of Kribi (PAK) is committed to playing a key role in regional and international maritime trade by providing efficient, safe and environmentally friendly port services. Our commitment towards quality relies on an integrated approach that combines operational excellence, quality services, environmental accountability and socio-economic development.

Hence, the Quality Management System we are implementing aligns with ISO 9001: 2015 and is based on the following principles:

1

Flexible Organisation

We make sure that our organisation is able to adapt to market needs and to overcome internal constraints. We put in place clear rules so that all stakeholders can operate in a standardised and legal way.

3

Infrastructure and Services

As we keep on improving our service offering, we put at our clients and partners' disposal state-of-the-art infrastructure and we provide them with services that meet their expectations.

5

Operational Excellence

We optimise our processes to ensure rapid processing deadlines, an effective service management and a seamless communication with our clients and partners.

2

Safety and Compliance

We implement strict measures to ensure the safety of staff, vessels and goods, while complying with regulatory and legal standards in force.

4

Innovation and Training

We invest in cutting-edge technology and in the continuous training of our staff in order to anticipate on global maritime trade challenges and enhance our competitiveness.



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Through this system, we seek to achieve our objectives. Namely:

1

Offering a different experience to our clients through tailored services, including the mastery of ship call processing deadlines, the provision of quality services and an effective communication as part of a trusting relationship with all stakeholders.

2

Enhancing our competitiveness through the mastery and development of our processes, while abiding with compliance guidelines and duties.

3

Developing the skills of our staff and mobilising them around our values and objectives.

We commit to closely monitoring our Quality Management System and providing the necessary resources for its mastery and continuous enhancement, pursuant to the port's strategy.



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