

UTM OFFSHORE LIMITED



Corporate Strategic Direction

Document Number:
UTM/CSD/001

VISION

To become the most efficient and biggest provider of offshore marine and security services

MISSION

We are committed to delivering outstanding quality service with integrity and accountability; to provide satisfaction & value to all stakeholders, while remaining mindful and respectful of the environment. We will do this through innovation and by continuously improving our procedures, practices and controls. Our goal is ZERO SPILLS and ZERO INCIDENTS

CORE VALUES

Our values are hinged on:

- Integrity
- Innovation
- Quality
- Commitment Passion
- Accountability

OUR CORPORATE OBJECTIVES

We have established measurable Quality Objectives at Cooperate and Departmental levels and in line with our quality policy.

To ensure 98% clients satisfaction based on feedback analysis.

Action Plan to achieve objectives:

What will be done: To establish processes in all departments and ensure implementation;

- Quarterly monitor customer satisfaction by administering forms

Resources Required: Design Clients feedback form, Functional Internet facilities

Responsible person: Admin Manager, Executive Director

Completed Time: Quarterly

Evaluation of Result: Positive Client rating

JULIUSE RONE
MD/CEO

