

OUR MISSION

ISO 9001:2015 QMS

QUALITY POLICY OF THE MUMBAI PORT

WE, AT THE MUMBAI PORT AUTHORITY, PROVIDE INTEGRATED SEA- PORT FACILITIES FOR SAFE HANDLING, STORAGE AND DELIVERY OF CARGO / CONTAINER TO THE REQUIREMENTS OF OUR CUSTOMERS.

WITH AN AIM OF IMPROVING STAKEHOLDER SATISFACTION, WE ARE COMMITTED TO:

- STRIVE FOR EXCELLENCE IN PORT OPERATIONS
- CONTINUALLY IMPROVE THE SERVICE PROCESSES AND QUALITY SYSTEMS
- THE COMPLIANCE OBLIGATIONS WHILE DELIVERING ITS SERVICES
- ACHIEVE OBJECTIVES FOR PROVIDING EFFICIENT AND TRANSPARENT SERVICES TO THE PORT USERS;

THIS WILL BE ACHIEVED BY IMPROVING INFRASTRUCTURE FACILITIES; INTER-DEPARTMENTAL TEAMWORK, TRAINING AND EFFECTIVE DATA BASED REVIEW SYSTEM.