

REPUBLIQUE DU CAMEROUN
Paix – Travail – Patrie

CONSEIL NATIONAL DES
CHARGEURS DU CAMEROUN

DIRECTION GENERALE

B.P. 1588 DOUALA
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REPUBLIC OF CAMEROON
Peace – Work – Fatherland

CAMEROON NATIONAL
SHIPPERS' COUNCIL

HEAD OFFICE

P.O. BOX. 1588 DOUALA
TEL: 233 43 67 67 FAX: 233 43 70 17

QUALITY POLICY

Established in 1975, the Cameroon National Shippers' Council (CNSC) is an administrative public establishment tasked with providing assistance to and protecting the interest of shippers on the whole transport chain in view of contributing to the promotion of international trade.

The CNSC issues the Electronic Cargo Tracking Note (ECTN) that covers statistical requirements for identification, mastery of transport costs, safety and tracking of cargo bound for or leaving Cameroon.

Our vision is to cement our position as a major national-level player in the port area by offering services in line with the expectations of shippers and the government, on the one hand, and to stand out at the international level as a reference in our sector of activity in terms of service quality, on the other hand.

In order to strengthen and perpetuate this vision and to continuously improve our performance delivery to the greatest satisfaction of shippers, our partners and staff, a dynamic quality management system that meets the requirements of the international standard ISO 9001v2015 has been put in place.

Our quality policy is implemented through the following major actions:

- continuously improving our monitoring system in order to better meet the requirements of shippers and partner institutions;
- carrying out operations in strict compliance with applicable regulations;
- improving our performance by minimising malfunctions and meeting ECTN issuance deadlines;
- building the capacity of our staff and providing them with a better working environment and the necessary means to achieve set objectives;
- obtaining and maintaining ISO 9001v2015 certification.

These areas and the associated objectives will be reviewed annually during our management review, updated and communicated to all staff and other interested parties as required.

In my role as General Manager, I also undertake to:

- ensure continuing compliance with this quality policy;
- communicate on this quality policy and its objectives whenever necessary.

Done at Douala the twenty eighth day of November in the Year of Our Lord Two Thousand and Sixteen.

Auguste Mape Penda

General Manager

