

## Quality Policy (ISO 9001)

We use the quality management system as specified by the standard ČSN EN ISO 9001:2016. Our continued objective is to maintain our customers' confidence in our products, activities and the organization as a whole. We have therefore adopted the following quality policy:

**We supply our customers with state-of-the-art technologies and our goal is their maximum satisfaction**

We fulfil this elementary motto by concentrating on the following fundamentals:

### 1. Standard quality management system

- We enforce the ČSN EN ISO 9001 standard as the basis of quality throughout the organization. We maintain the **Context** of our organization in relation to all interested parties including external providers, customers, employees, competitors, regional public as well as the state. We also apply **risk-based thinking** and management in respect of all the said relations and activities.
- Our quality management system is an integral part of overall management of our organization within the scope whereof we utilize the principle of continuous improvement.

### 2. Improving our product quality

- The fundamental and foremost aim of our organization's activities is the fulfilment of current as well as future customer demands, whether these be explicitly stated or anticipated.
- By supporting our own research and development we actively improve the useful value of our products.
- We do not consider the quality of our goods to constitute only the technical quality of the products, but also the quality of adherence to agreed delivery terms and administrative requirements.

### 3. Supplier and sub-contractor cooperation

- We select our business partners with great care. We give precedence to business partners with a well established quality management system, whether it be certified or verified by us.
- We check the quality of supplies delivered to the organization and we require certification by relevant documents (e.g. reports, certificates, certificates of conformance).

### 4. Employee cooperation in achieving quality

- Our greatest potential lies in our qualified and reliable employee base.
- In our organization all employees have clearly designated areas of responsibility and they treat another as customers and suppliers.



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