

1. Principle - satisfied customer

Our primary policy is to meet the customer's requirements in terms of quality and compliance with deadlines and price. Our aim is to provide excellent service to all our customers therefore, we are committed to the responsibility of meeting the requirements of the international standard EN9120:2018 and continuously improving the effectiveness of our quality management system. We define our customer relations principles as follows:

- We listen carefully to our customers,
- We execute each order accurately and on time, exchanging information with our customers.
- We treat our customers with respect and dignity

2. Principle - Satisfied employees

It is the company's policy to create working conditions that will consistently satisfy and motivate employees. Education, technical expertise and competence is a core value of our employees, and we continuously increase the knowledge of our employees and maximize its transfer into practice.

3. Principle - Prosperity

The quality of our work, streamlining our costs and achieving lasting customer and employee satisfaction is fundamentally influenced by our team. To ensure the functionality of the quality system, the Managing Director is committed to:

- To meet relevant stakeholder requirements,
- Secure the necessary financial, material, personnel, organizational and other resources,
- Provide effective assistance in education, training and mentoring so that all employees are able to meet the requirements of this quality policy.

Issued and approved by: RNDr. A. Vašek

Date: 1.12.2022

Change management				
Version	Chapter	Date	Issued by	Change
1.	full document	01. 12.	A. Vašek	Initial document