



QUALITY POLICY

Our efforts are aimed at continuously satisfying the requirements, needs and expectations of our customers, and achieving zero defects for all products and services we offer, encouraging each member of staff to contribute within their competence and authority to achieve these goals.

For the effective implementation of the Quality Policy, the management declares the following basic principles, which it applies in its activities:

- **Focus on the client and other stakeholders** – we maintain a correct cooperation with customers and suppliers, on the basis of a mutual trust, mutually beneficial conditions and professional relations, observing the current laws and regulatory documents.
- **Process approach** – the products created by the Organization are the result of interrelated processes that are considered and managed as a system.
- **Risk-based thinking** – managing risks and taking advantage of opportunities are the basis for achieving better results and preventing negative consequences.
- **Management leadership** – The senior management is aware of its responsibility for maintaining a functioning QMS, ensures the compatibility of the quality policy and quality objectives with the strategic orientation of the Organization and integrates the requirements of the QMS into its business processes.
- **Staff engagement** – we believe that one of the Organization's most valuable resources is its people. Continuous improvement of employees' competence, a professional development and motivation of the personnel, as well as the clear distribution of responsibilities by levels and functions are the main objectives of the Organization in personnel management.
- **Continuous improvement of the Quality Management System** – by constantly monitoring and analyzing the processes in the company and taking effective corrective measures; by using modern technologies and facilities to achieve high product quality; by optimizing processes in the Organization in order to reduce non-conforming products.
- **Relationship management** – building mutually beneficial relationships with suppliers offering high quality materials and services.
- **Ensuring working conditions** – effective management of risks to the health and safety of employees, complying with the applicable legal and other requirements accepted for implementation and relating to the risks under health and safety working conditions.
- **Evidence-based decision making** – decisions at all levels in the company are based on up-to-date and accurate information. The presence of a working system for communication and management of documented information creates conditions for making correct decisions.
- **Achieving full employee commitment to the Quality Policy and the Company's goals**

Petyr Zarev
Administrative director



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