

The company PHATEC s.r.o. is an engineering supply company in the sphere of special-purpose machines.

The company aims to be a prosperous, reliable and recognised firm.

We are only able to achieve this objective by introducing a quality management system that leads to high levels of performance at the company and to satisfaction of the requirements of all parties involved.

In order to achieve our objective, company management has announced the following **Quality Policy**:

Focus on the customer

- The customer is the principal assessor of the quality of our activities.
- All employees will do everything in their power to accommodate the customer.
- The requirements placed by the customer on the quality of work, adherence to contractual terms and conditions, obligations and duties must be respected.
- All employees know what the customer demands and what the organisational division to which they are assigned does to achieve this.
- We need to know our competitors in the field and offer customers better products and services.
- We use commercial activities to carefully monitor the needs of existing and potential customers in order that we are able to offer them our products in the right way.
- A customer is any person or organisation to whom we hand over the results of our work.

Care for employees

- Each employee is an important and responsible element in quality assurance.
- We will support any activities of employees that lead to an improvement of processes or an improvement in the quality of output.
- We will support the personal and professional development of workers such that reliable human potential is always found at the company.
- We will create conditions to increase employee satisfaction.

Involving employees

- All employees must be customer and supplier to each other and each employee must work in such a way as to ensure that his/her customers, whether internal or external, are satisfied customers.
- Each worker is accountable for the results of his/her work.
- All employees favour the principle of preventing defects by way of quality pre-production stages over dealing with the causes of defects in production processes.

The approach of management

- We will continue to look for ways of achieving high levels of prosperity.
- We will take such measures that allow us to reduce costs and prevent all forms of wastefulness.
- We will apply the principles of quality management to all organisational divisions and all activities.
- We will view quality as a means of achieving better economic results at the company.
- We will develop the quality system in place by evaluating its effectiveness and improving the system.
- We will create the conditions to ensure that the results of our activities conform to the valid technical standards and legislative rules and regulations in place.

Company management is convinced that by achieving the policy outlined above we will strengthen the trust which our customer have in our abilities and will reinforce our position as a supplier. This is the path to economic prosperity and to stabilising the social protection of our employees.

The Quality Policy is issued at the company as a separate document and all employees at the company are familiarised with it.

Issued on 24.10.2017

Managing Director