

## QUALITY POLICY

This Quality Policy has been created by the management of TOP-STEEL BOHEMIA, s.r.o. with the aim of establishing basic rules and values oriented towards the satisfaction of customers, employees, business partners and continuous improvement of the established quality management system in the field of production of welded parts, steel structures and machine parts.

### **Focus on customer satisfaction:**

- the prosperity of our company depends on the satisfaction of our customers and the acquisition of new ones, therefore every employee performs his work with the highest quality, knowing that a satisfied customer will return
- we perceive the current needs and expectations of our customers and ensure their fulfilment
- we monitor market developments and, through communication with our customers, find out about their possible future expectations and needs, adapting our work processes and available resources accordingly
- we take all available measures to effectively prevent customer complaints or grievances and meet their legitimate expectations

### **Focus on employee satisfaction:**

- we create a working environment that positively influences the fulfillment of quality requirements, because only a motivated, satisfied employee is able to do quality work
- we create a friendly environment among employees
- we take every care to ensure that our employees work safely
- we ensure the development of qualifications, expertise and skills of our employees with the aim of building a highly professional production team

### **Orientation to improving the quality management system:**

- we produce and deliver products in quality that fully complies with the applicable standards
- we continuously improve the activities carried out
- we strive to work as economically and efficiently as possible to reduce costs
- in connection with this Quality Policy, we issue annual targets, monitor and analyse their fulfilment

The basic condition for achieving the objectives of the quality policy is the observance of the quality of work at all levels and in all activities affecting the quality of products. The responsibility for meeting this condition lies with each employee within the scope of the position he or she holds and within the scope of his or her job duties.

In order to implement this policy, the management of the company undertakes to ensure the creation of the necessary financial, human and material resources to maintain and improve the quality management system according to the above principles.

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