

# QUALITY POLICY

**DC INDUSTRIES inc.** has taken irreplaceable spot in services sector these days. The most important criterions of rating company's success are quality and precise fulfillment of service delivery deadlines for customers. DC INDUSTRIES inc. is paying special attention for these criterions. Means of achieving the objectives such as quality of services and customer satisfaction are to introduce the controlling system of quality which will be requisite to an international standard **ČSN EN ISO 9001:2016**

## Customer

- Secure the high quality of services is main goal to achieve satisfaction of customers.
- Meet the demand and supply has to be manage as quick, profesionall and compline with terms, as possible.

## Company

- Primary goal in process of ensure quality is the share from customer's complaint to supply services and it will not be higher than 1%.
- All work activities have to be provide correctly on required prescribe process to achieve work as quick and economical as possible.
- Secure prosperity of company by applying our services on foreign and domestic markets.
- Keep ensure effective motivation our employees in order to create stable platform qualified personal.
- Periodically check build system of quality with view of assure continuous improving.

## Employees

- Every employee has to be responsible and capable of fulfill objective which has been assigned to them.
- Every employee has to known rules, how to behave on workplace, to preempt a non-quality work and what consequences bring non-quality job for him, for company and last but not least for the customer.
- SATISFIED EMPLOYEE = SATISFIED CUSTOMER = SATISFIED COMPANY

**Quality policy result from desicions of company managment and it is strictly binding to employees of the company.**