

## **TREMOL LTD – town of Veliko Tarnovo**

### **Corporate Quality Policy**

Our Quality Policy expresses the principles we follow in order to reach full satisfaction of our customers and sustainable development of the organization.

**All of us in TREMOL are convinced in the fact that quality is:**

- **quality of execution** - when we aim to reach effective and efficient execution of all activities and processes in the organization leading to creating a product complying with all established requirements.
- **quality of attitude:**
  - when our clients are satisfied with the quality of offered services as well as attitude towards them and their specific needs;
  - when our colleagues may be certain in the quality of the work we do and everybody knows they may count on the professionalism of the others;
- **quality of life** –when we reach better work conditions and relations between us which positively reflects on the product's quality.

**We will reach quality by:**

- Directing experience, knowledge and efforts towards full and complete satisfaction of the needs of our customers;
- Defining, striving for and realizing our goals with regards to quality;
- Constantly developing and introducing measures improving the reached level of quality;
- Requiring level of relations with our partners and suppliers covering the criteria with regards to quality;
- Stimulating and supporting every one of us performing their obligations in compliance with the requirements of the quality system.
- - Being aware of the organization's context and applying thinking based on risk.

Main criteria for the success reached by the company are our satisfied customers.

We are convinced that quality is the most valuable guarantee for successful development of TREMOL and the personal success of every one of us.

**the management**