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## QUALITY POLICY OF TIRAD, s.r.o.

**The management of TIRAD, s.r.o. defines its strategy based on current customer requirements as well as anticipated needs of future customers. This strategy is formulated on the basis of:**

- market research and management estimates,
- long-term relationships and negotiations with key customers,
- monitoring the development of regional competitors,
- and existing company experience.

***In its field – the production of components for molds used in the plastics processing industry – TIRAD, s.r.o. aims to deliver high-quality products, within required deadlines and at competitive prices.***

This approach is intended to ensure the company's ongoing development, competitiveness, and prosperity. The declared Quality Policy and the resulting Quality Objectives are implemented by a team of approximately 200 employees.

**Based on the above, and with the goal of improving its market position, the management of TIRAD, s.r.o. has established the following Quality Policy:**

- 1) The main principle and objective of the Quality Policy of TIRAD, s.r.o. is to consistently provide high-quality and comprehensive services to all our customers.
- 2) Achieving this objective requires the company's ability to ensure:
  - a) Timely and flexible responses to inquiries from both existing and potential customers
  - b) A high level of customer communication based on expertise and a professional attitude from all employees toward customer requirements and expectation
  - c) High quality and seamless continuity of all operations throughout the processes of purchasing, incoming inspection, subcontracting, identification and storage, assembly, and shipping – all with the goal of reducing costs and increasing productivity
  - d) High reliability in meeting delivery deadlines and in the provision of all services
  - e) Performance and continual improvement of the quality management system
- 3) Through training programs, the management of TIRAD, s.r.o. will motivate all employees toward high expertise and professionalism, and to perform their tasks correctly and on the first attempt. Each employee contributes to fulfilling the quality objectives by:
  - actively seeking opportunities for improvement,
  - increasing work productivity,
  - following established procedures, methodologies, and instructions,
  - complying with occupational health and safety rules,
  - behaving in an environmentally responsible manner.
- 4) The management of TIRAD, s.r.o. will act upon all constructive suggestions and feedback from customers and will make every effort to promote the prevention of potential nonconformities.
- 5) The management of TIRAD, s.r.o. will support the initiative of every employee to participate in continuous improvement processes. The company will actively motivate such efforts to achieve 100% employee involvement in continuous improvement, leading to error-free work.

**The management is therefore committed to supporting the Quality Policy by:**

- annually updating the Quality Policy into specific and measurable objectives, ensuring effective planning of both financial and human resources to achieve the set goals,

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- informing all employees about the Quality Policy and Objectives, explaining each individual's role in the system, and creating conditions necessary for achieving these goals,
- introducing corrective actions promptly in case of any failure to meet the objectives,
- continuing efforts to monitor, administer and evaluate all critical processes in electronic form.

**Employee expectations:**

- Strictly and accurately follow defined procedures within the quality management system.
- Take responsibility for the quality of all work performed, with emphasis on minimizing errors.
- Actively cooperate with company management.
- Submit suggestions for improvement in quality and productivity.

**Core employee principles:**

1. **Do not accept poor quality** – *Understand what is needed to do your job and do not accept anything substandard.*
2. **Do not produce poor quality** – *Understand what is expected of you and do your best. If something is needed or goes wrong, report it to your supervisor.*
3. **Do not pass on poor quality** – *Feel responsible toward colleagues and customers. If you know something is wrong, report it to your supervisor.*

The Quality Policy was reviewed and approved by the company management on January 17, 2022