

The Quality Policy (ISO 9001)

We use a quality management system based on the ISO 9001 system. The permanent goal is to maintain our customers' faith in the company, its activities and its products. We have therefore adopted a quality policy with the motto:

Various glass products – but one excellent quality

We ensure compliance with this motto by concentrating on the following principles:

1. A standard quality management system

- a) The company management complies with the provisions of the ISO 9001:2016 standard and this standard is applied throughout the entire company. It regulates the company in relation to its external providers, customers, employees, competitors, the regional public and the state. At the same time, it also manages the risks existing within the framework of the aforementioned relationships.
- b) The quality management system is an organic part of the company's management.
- c) We apply the principle of constant improvement to the management system.

2. Improvements to the quality of our orders

- a) The company's fundamental and primary activity involves the satisfaction of our customers' expressed and implied wishes and their current and future needs.
- b) We do not consider the quality of a delivery to simply involve the technical quality of our products, but also the quality of the adherence to the agreed delivery terms and the quality of the accompanying administration.

3. The cooperation of suppliers and co-operators

- a) We select our business partners carefully. Business partners with an implemented quality management system, either certificated or verified by us, are given preference.
- b) We thoroughly verify the quality of the deliveries to the company and we require that they be accompanied by the appropriate documents (for example, attestations, certificates, declarations of conformity).

4. The cooperation of employees while maintaining quality

- a) Qualified and reliable employees constitute our greatest potential.
- b) All of the employees in the company have a designated area for which they are responsible and they behave towards each other as customers and suppliers.

Ing. Miroslav Šebesta
the Managing Director