



## QUALITY POLICY

**The objective of ŠINDELÁŘ SPEDITION s.r.o. is to provide quality services particularly through permanent and qualified staff and modern technical equipment while complying with the requirements of binding regulations and standards.**

The company is engaged particularly in freight carriage, forwarding and the related services.

Quality assurance is the principal task for the whole company and is one of the key prerequisites for the company to strengthen its current business position, gain new customers and attain optimum costs and profit enabling further development of the company. The Quality Policy is formulated by the Executive Officer of the company and is fulfilled by reaching current objectives, their evaluation and setting new objectives and consequent programs every year.

Responsibility for the compliance with the Quality Policy and for reaching individual objectives is held by the company employees, each according to their position in the company.

### **The Quality Policy is based on the following basic policy aims:**

- Focusing the efforts of all employees on faultless work
- Ensuring labour safety, fire protection, cost efficiency of work and environmentally friendly approach in all workplaces
- Acting in compliance with the legal regulations in effect and binding standards
- Ensuring the required qualification of the staff so that it meets the requirements for the competence and qualities for the concerned position
- Satisfying the needs and expectations of customers in terms of quality, delivery terms and prices, including collection of the customers' opinions of the results of performed work and services
- Avoiding errors by means of precautions, adopting measures in order to strengthen the position and good reputation of the company
- Ensuring continuous improvement of the quality management system

In order to fulfil the objectives of the Quality Policy, the Executive Officer undertakes to:

- Create the required resources and organizational conditions for effective functioning of the management system complying with the requirements of the standard ČSN EN ISO 9001:2009
- Use suitable means to make sure that all employees of the company are always aware of the company's position and their share in the given tasks
- Ensure efficient inspection of individual activities of the management system and its continuous improvement and performance enhancement

Václav Šindelář  
Executive Officer