

## **QUALITY POLICY** **according to ČSN EN ISO 9001**

which sets out eight principles for the strategic development of MROZEK a.s.

### **1. Customer focus**

We want to understand and satisfy every customer's request and anticipate his future needs.

### **2. Leadership**

Managers know and use the skills of their employees and create an environment for them to be involved in meeting the company's goals.

### **3. Employee involvement**

We lead employees to use all their skills for the benefit of society, for job satisfaction and professional growth. We constantly train employees at all levels of management.

### **4. Process approach**

We use process management methods to simplify and streamline activities in the company.

### **5. System approach to management**

Based on the company's strategy, we create conditions for planning interrelated processes and their goals to the level of employees.

### **6. Continuous improvement**

By introducing balanced methods for planning, performing and controlling all necessary activities and taking appropriate measures, we implement the principle of continuous improvement in practice.

### **7. Decision-making based on information**

We improve decision-making processes by choosing the right methods for collecting, measuring, analyzing and evaluating data and information and increasing the ability of employees to apply these methods.

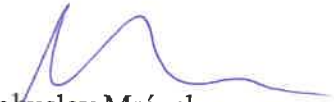
### **8. Building mutually beneficial relationships**

We strengthen the principle of partnership in relations with key customers and suppliers, based on trust, communication and shared values and information.

In accordance with the Quality Policy, the management of the company undertakes that

- create the necessary resources and other conditions for the enforcement and application of the above principles at all levels of management
- will be an example for fulfilling these principles
- The same approach will be required from all other levels of management

In Bystřice on 28.5.2018

  
Bohuslav Mrózek  
Chairman of the Board