

## 5.2. QUALITY POLICY

### STATEMENT

*The Quality policy of Curtis/Balkan is to meet customer requirements and increase customer satisfaction through continual improvement of its products, services and Business Quality*

*Management System.*

*We provide only one level of product quality: the highest.*

*Quality performance is the responsibility of all departments.*

*Our commitment is to achieve our goal of providing customer service which is consistent with Curtis/Balkan objectives and customer expectations.*

*Our Quality Policy is communicated to all personnel.*

Curtis/Balkan Quality Policy:

- Is appropriate to the purpose and context of the organization, the expected level of customer satisfaction and needs of other interested parties;
- Provides a framework for establishing and reviewing quality objectives;
- Includes a commitment to meeting requirements and to continual improvement of QMS;
- Has the resources needed and the contribution of suppliers and partners;
- Demonstrates Top Management commitment and ensures the quality objectives are communicated, understood and implemented at appropriate levels of the organization;
- Is regularly reviewed at the Management review for suitability and effectiveness addressing continual improvement and customer satisfaction.
- Is available to relevant interested parties, as appropriate

R. Papazyan  
Managing Director



Date:   20.02.2024  

T. Mladenova  
QA Director



Date:   20.02.2024