

	CURTIS/BALKAN	OPERATIVE PROCEDURE
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	QUALITY MANUAL	DATE <u> 18.09.2020 </u>
		REVISION <u> M </u>

5.3. 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;
- Includes a commitment to meeting requirements and to continual improvement of QMS;
- Has the resources needed and the contribution of suppliers and partners;
- Provides a framework for establishing and reviewing quality objectives;
- 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

P.Popov _____
 Managing Director

Date: 18.09.2020

M. Sotirova _____
 QA Director

Date: 18.09.2020