



QUALITY POLICY

Tatravagónka is committed to earn customer loyalty by providing products, services and interactions of the highest quality and greatest value. To achieve this result, we:

1. Explore every effort with aim to forecast customer's expectations. We are conscious about our customer's requirements and we are ready to meet them.
2. Care of our highly-motivated team of employees that can guarantee customers the fastest reaction and outstanding quality of products and services.
3. Build process-oriented principles that are basis for efficiency increase in management. Process-improvement is the way to meet and satisfy our customers, to fulfil shareholder's expectations and to achieve specified objectives.
4. Make our decisions of quality management that are based upon complex and effective analysis of external and internal information that are supported by implementation of preventive and corrective measures.
5. Keep transparent relations with our suppliers that are an important part of corporate culture. We conform to the rules of mutual benefits.
6. Maintain and continually improve the effectiveness of our processes, product and service business management systems to conform Quality Management Standards and legally required standards as dictated by specific markets.

Quality objectives are received and defined yearly according to management and company requirements.