

INTEGRATED MANAGEMENT SYSTEM POLICY OF SANBORN a.s.

Motto: “By providing high quality we have satisfied and long-term customers”

The top management of Sanborn realises that the term “quality” does not apply only to the respecting of e.g. dimensional tolerances, but that it is about the respecting of the overall quality of products and services provided to our customers. Only by providing high quality of products and services we can ensure satisfaction of our customers with a long-term business relationship. Since only a satisfied customer returns and pays the required price for the ordered goods delivered in the deadline and quality agreed.

For this reason, we focus on fulfilment of the following requirements within the framework of the “Integrated Management System Policy”:

1. Ordered goods must be delivered to customers in the deadline required and not later – fulfilment of this requirement is a priority of activities of all departments and motivation of all employees of our company
2. Ordered goods feature a high quality – every employee assumes responsibility for the quality of our products and services and applies a responsible approach to their work so that we can be able to deliver what we promise. The issues are openly discussed and suitable measures are systemically adopted on a team basis in order that any similar insufficiencies shall not repeat. In the case of necessity, we ensure provision of special training courses to our employees
3. We realise that the work free of defects saves our costs and does not extend delivery terms. We want to do all activities in an economic way – we do not want to waste capacities of our staff and our money for activities which our customers do not appreciate and for which they do not pay to us.
4. Through proactive personal communication with our customers we resolve any unclear issues and changes in purchase orders, and by doing so we acquire customers’ confidence. We involve also our suppliers in the quality adherence process and at selected suppliers we perform management system audits
5. We are committed to protect the environment and adhere to principles of occupational health and safety of our employees. Adherence to binding obligations and internal regulations of the Sanborn company is a matter-of-course for us. We build mainly upon preventative approaches. We try to contribute to the maintaining of non-renewable natural resources.
6. We build upon the principle of continual improvement and we are committed to maintain, develop and further improve our integrated management system so that it can be a guarantee of improvement of quality of products/services provided by our company as well as a guarantee of our environmental activities.

In Velké Meziříčí, on 1 March 2019



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Ing. Ivan Dzido
Chief Executive Officer