

# **UAB „STIGMA“**

## **QUALITY POLICY**

### **OBJECTIVE:**

To achieve the level of quality that meets the highest requirements of customers and to become the leader among suppliers of plastic, rubber and metal products. To retain the position held in the field of services and expand the market worldwide as well as domestically.

### **STRATEGIC GOALS, FIELDS OF ACTIVITIES:**

- continuous improvement of the company's management system in accordance with the requirements of the quality management system standard ISO 9001:2015;
- forecasting the needs of clients and stakeholders and responding appropriately;
- improvement of the production technology and introduction of technical innovations;
- systematic improvement of qualifications of all employees;
- ensuring the responsibility of each employee for the quality of products and their performance in accordance with their positions and competence;
- working in accordance with the principles of business ethics and respect for the people.

### **THE TOP MANAGEMENT OF THE COMPANY UNDERTAKES TO:**

- organise the operations of the company strictly in accordance with statutory requirements;
- constantly demonstrate leadership and commitment to the quality management system;
- strive for effective process management;
- identify, analyse and strive to implement the requirements of clients and stakeholders;
- enable the employees to work in a quality manner and efficiently, ensuring social guarantees and benevolent mutual understanding;
- acknowledge the employee achievements and creative initiative and motivate them to strive for higher results;
- create the conditions to implement of ideas and proposals while evaluating their practical benefits;
- pay special attention to the selection of employees and improvement of their qualification;
- reward the employees according to their performance;
- not tolerate and prevent bribery, corruption and conflict of interests in relations with the public or private sector, encourage the employees to report any suspected misconduct or violations of laws or ethics;
- review the quality policy annually.

**CEO Dainius Kablys**

**September 13, 2023**

