

DAO-trans Quality Policy

We have recognized that our customers' trust and satisfaction, and safety during transport represent the most important goals of DAO-trans helping us acquire competitive advantage.

Therefore we set forth the following Quality Policy:

- maintain and increase customers' trust and satisfaction with **quality of provided transport services**,
- maintain and win new customers with **quality of cooperation** based on correct, long-term, open and mutually favourable relations,
- **maintain the quality management system** so it remains efficient and effective, and improve it in compliance with our customers' requirements, legal requirements and own needs,
- increase customers' satisfaction, safety at transport service, as well as the owners' and employees' prosperity with **continued development of activities** following the company traditions and achievements, with process optimizing, modernization of car fleet, and application of employees' skills and experiences,
- apply the continuous improvement strategy **to all processes** and activities in order to improve quality and safety of transport services,
- **manage all processes** with the aim to reduce risk and adverse effects,
- **develop partner relations** and cooperation with major suppliers in order to ensure their positive influence on quality and competitiveness of our provided transport services,
- **increase employee awareness on their responsibility for quality and safety of their outputs**, ensure continuous development of their professional knowledge, increase their quality awareness on all levels through trainings and motivation,
- **maintain and improve the implemented quality management system.**

The company Top Management fully supports the declared Quality Policy. Fulfilling it, we undertake to follow the Quality Policy and require its following from all the company employees and suppliers.

Nitra, 21.01.2019

Ing. Andrea Horňáková

Executive Manager

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Signature