

PUBLIC JOINT STOCK COMPANY "PROMSVYAZ"
QUALITY POLICY

The main objective of PJSC "Promsvyaz" is to ensure the awareness, understanding and interest of all employees of the enterprise in attaining the highest level of customer satisfaction.

The main Objective is achieved through solving the following tasks:

- Communication of the Quality Policy to each worker with the purpose of their conscious involvement in the process of quality management;
- Understanding that:
 1. The level of quality is determined by the Customer, and stable quality that meets the requirements and expectations of the customer is best achieved by means of preventing the occurrence of the problems;
 2. The concept "**quality**" covers all the types of activity of PJSC "Promsvyaz";
 3. "**Quality**" is the only way to the development and prosperity;
 4. Each employee of our enterprise is a Consumer or a Supplier for other employees and can expect good work from the others and reciprocally he/she must also observe the obligation to do work of high quality;
 5. Intangible assets are more essential than tangible assets;
 6. The company owes its success not to the goods but to the long-term processes of their creation, a well thought-out technical reconstruction and updating;
- Determination to fulfill three major obligations within the enterprise: not to produce, not to accept and not to supply products of poor quality;
- Assurance of stable quality through preventive actions and detection of nonconformities and elimination of the causes of their occurrence;
- Establishment of relations with the suppliers and consumers on the basis of mutual understanding and cooperation;
- Creation of a high-technology and science-intensive market-oriented manufacture.

The tasks, put forward, shall be solved by means of:

- Maximum implementation of the quality management system into all the processes and developments on the basis of the standards ISO 9001:2008 and Otis Q+;
- Achieving and constantly maintaining the stability of quality, meeting the requirements and expectations of the Customer;
- Analysis of the data relating to the suppliers, conformity to product and process requirements, satisfaction of the Customer, instant response to the wants of the Customer, and in prospect - their predicting;
- Capability to quick readjustment of the equipment, production, retraining of the personnel;
- Investing financial resources into technical re-equipment of the production;
- Permanent improvement of the level of competence of personnel and its training.

Quality Policy constitutes the basis for the strategy of the enterprise.

For us vital are both the commitments of the management of the enterprise to implement and enhance the effectiveness of the quality management system in the sphere of management and production and the obligations of the employees to follow the provisions of such approach.

signature
General Director

signature
Quality Director
Kyiv, 20.09.2011