

**TRUCK AND INDUSTRIAL TYRE FACTORY**

**DECLARATION OF QUALITY POLICY**

**Taking into account the business environment (context) and the strategic orientation of the organization, the continuous improvement of the quality of our products and services is a permanent determination of all the employees, which is achieved in the following way:**

- **By manufacturing products and rendering services to meet the requirements, needs and expectations of the users and other interested parties, including statutory regulations;**
- **By constantly improving all our processes and by monitoring the satisfaction of our customers at all times;**
- **It is the obligation of the top management to encourage the employees to fully and actively participate in the achievement of business goals by creating and maintaining a work atmosphere;**
- **By means of permanent and planned education, training and motivation of the employees with the aim of effectively conducting current and new businesses;**
- **By applying a process approach in managing all the resources and activities and in managing the system of interconnected processes;**
- **By identifying the risks and opportunities in our business making, by planning measures which relate to risks and opportunities, by integrating these measures into all business processes and by evaluating them;**
- **By making business decisions and other decisions based on the data and information analysis;**
- **By continuous improvement of relations and development of partnership with the interested parties, which contributes to the optimal satisfaction of common interests.**

**Krusevac,**

**DIRECTOR OF TRUCK AND INDUSTRIAL TYRE FACTORY**

**February 2018**

**Svetimir Radovanović**

