

# Quality Policy

**VÍTKOVICE CYLINDERS a.s.** is a major and traditional manufacturer of seamless steel pressure cylinders and vessels, CNG cylinders for automotive industry, pressure accumulator casings and grinding balls.

**The quality policy** is based on the company management's vision and strategy and marketing studies of our production branches. The quality policy is deemed to be a tool leading the company to the performance improvement.

**Quality is regarded** by us as an essential factor in our strive for success and prosperity. We are committed to manufacturing products and providing services of high quality meeting the requirements and expectations of our customers, within the agreed delivery dates and at prices favourable to both parties.

**We aim to** maintain and continually improve the world-class quality of produced steel cylinders for gas and automotive industries and pressure accumulator casings as well as other products and services so that permanent satisfaction of the specified or expected needs and expectations of customers and other interested parties is achieved, to provide adequate work environment and social security for the employees contributing to their self-fulfilment and to create favourable environmental climate for our neighbouring communities.

We want to accomplish permanent competitiveness and acquire a significant position in local and international market. Every year we set specific targets in production quality improvement, quality management system efficiency improvement and improvement of satisfaction of customer expectations such as reduction of litre weight of cylinders, compliance with dimensional tolerances, improvement of surface treatment quality, reduction of lead times, etc. all of that combined with reduction of production costs.

**To achieve the objectives above** the company management undertakes that:

- the quality control shall be an integral part of management activities pursued by the company management who are expressly responsible for implementation of the Quality Policy and achievement of the quality objectives;
  - the ČSN EN ISO 9 001 and IATF 16949 quality systems in place shall be continually improved;
  - objective information regarding the requirements and expectations of our existing and potential customers shall be consistently collected and analyzed and customer satisfaction with our products shall be monitored;
  - high quality of products shall be secured by strict compliance with the quality management system regulations and instructions;
  - the development and innovations of steel cylinders, pressure accumulator casings and other products shall be focused on prospective production programmes set by the company management based on marketing researches;
  - continual improvement of all processes and activities shall be pursued and advanced production and inspection equipment shall be introduced in selected branches;
  - attractive prices for products and services shall be achieved based on labour productivity improvement and cost optimization;
  - active services shall be provided to existing and potential customers who shall be updated by us on the developments in our production branches and the best choice and use of our products shall be recommended to them;
  - sense of responsibility for quality of own work shall be cultivated in all employees who shall also be motivated to continual quality improvement;
  - active cooperation with suppliers and other partners shall be pursued in order to meet the quality objectives;
  - adequate resources to achieve the quality objectives shall be provided.
- All employees are expected** by the company management to:
- identify themselves with the Quality Policy and actively contribute to its implementation and to the achievement of quality objectives;
  - observe all quality management system regulations and documents;
  - keep active approach to continuous improvement of their performance;
  - actively involve themselves in educational programmes in quality field;
  - observe safety instructions, keep their workplaces in order and improve work environment at their workplaces.

In Ostrava-Vítkovice  
on 23 January, 2019



Dr. Ing. Jiří Brož, MBA  
General Director  
VÍTKOVICE CYLINDERS a.s.