

Management Policy

PrNSU5.2.1-1

In the new economic conditions, the current competition and the continuous increase in the requirements and expectations of customers, the prosperity and further validation of the Single-Owner Limited Liability Company SMART SPED EOOD will depend exclusively on preserving the existing and winning new markets. This can only be achieved with the continuous improvement and professionalism of our work in order to respond adequately and ensure high and guaranteed competitive quality in the provision of services and products.

The Company's Management is convinced of the need to build and implement a Quality Management System in accordance with the requirements of the BDS ISO 9001:2015 standard.

The Quality Policy is focused towards research and satisfaction of the requirements and expectations of stakeholders and continuous improvement of the Quality Management System in compliance with the legal and regulatory requirements for our activity.

Through the building, implementation and certification of a Quality Management System according to ISO 9001:2015, the Company sets the following main goals in its Management Policy:

- maintaining and improving the conditions for the implementation of a market strategy focused towards the customers and their specific requirements, based on the quality of the services offered by the Company;
- maintaining and updating stakeholder-oriented policies;
- continuous improvement of the organization of work, the implementation of active and committed leadership, which will ensure uniformity of goals, management and internal environment in order to maintain constant quality of performed activities and provided services;
 - management of activities and resources as a processes, which ensures the improvement of financial results;
 - efficient management of interconnected processes by rationally using all opportunities, by ensuring continuous improvements of infrastructure and processes and by providing and maintaining a safe, healthy and hygienic working environment;
 - meeting the needs and stimulating the creative activity of the management and executive staff by assessing their knowledge and skills and providing appropriate training in order to maintain their qualifications bound by the philosophy of the ISO 9000 series of standards for quality work, order, discipline and loyalty to the Company ;
 - introducing new methods of work to meet the specific requirements of customers and partners;
 - applying a systematic approach in order to maintain the training and to raise the qualification of employees;
 - making operational decisions based on facts in order to achieve a balance between desired / possible parameters;
 - maintaining and continuously developing the leadership skills of the Management
 - maintaining a process of continuous quality improvement of products and services offered – a constant goal of the Management and all the staff of the Company;
 - making justified decisions by analyzing and evaluating data and information;
 - maintaining mutually beneficial relationships as a result from the services provided and performed by outsourced suppliers and customers;
 - effectively managing the health and safety risks in accordance with the applicable regulations; minimizing the risks for staff and other stakeholders related to the activity;
 - constantly maintaining an adequate infrastructure in order to protect the life and health of employees.
 - planning and continuous review of working conditions with care for the health of the staff in the Organization;

Hereby we DECLARE that we express the conviction of the Management of SMART SPED EOOD, as well as our personal commitment to provide the necessary financial and human resources, to empathy, honesty and creativity of all staff of the Company in the implementation, maintenance, improvement and refinement of the QUALITY MANAGEMENT SYSTEM according to BDS ISO 9001: 2015.

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