



QUALITY POLICY

Trend Glass is a glasswork site which tends to comply with the highest global standards. Production and decoration of glass according to customers' expectations is the main purpose of our business. According to the mission statement: We create more than glass.

MAJOR PRINCIPLES OF OUR QUALITY POLICY

- We are open to new challenges and we are aware of what we are able to make
- In cooperation with customers, we define technical requirements for products, processes and services
- Thanks to our experience resulting from long-term cooperation with our customers, we ensure that each customer is assisted professionally and with utmost commitment
- We monitor the quality of our products, from the technical drawing all the way down to the finished product
- We ensure our employees possess necessary know-how regarding the requirements and expectations of our customers and consequences of actions
- We are transparent in our audits and processes
- We improve our competences in theoretical qualitative tools
- As a part of continuous improvement, we implement cutting edge technologies such as: innovative vision control system, automation of manufacturing and logistics processes
- Together, we form quality culture - we know our tasks, our authorities, our professional know-how, and we define goals, apply procedures and instructions
- We ensure that the products we deliver to our customers are safe to use. We are fully aware of and apply the safety standards for glass products
- Any non-conformities are held within the company and result in corrective actions being implemented
- We process any complaints in an objective manner and always want to find out the root causes

MAJOR PROCESSES COVERED BY THE QUALITY POLICY:

- START
- Finished product design - new implementations (technology, quality)
- Raw materials, components
- Melting
- Modelling / testing
- Regular manufacturing of finished product (glass, decoration cutting)
- Storage conditions
- Final inspection
- Customer satisfaction
- Complaint processing (root causes, corrective actions)
- STOP

AS THE MANAGEMENT BOARD, WE OBLIGATE ALL EMPLOYEES OF OUR COMPANY TO BUILD AND TO DEVELOP OUR CULTURE OF QUALITY. THAT'S THE ONLY WAY WE'RE GOING TO ACHIEVE OUR GOALS:

- Developing a portfolio of clients and providing the best service to existing clients
- Growth of revenue
- 100% use of our available manufacturing capacities and their development
- Professional development of employees
- Continuous improvement, setting goals with every intention of making them happen