QUALITY POLICY (ISO 9001)

We are a company engaged in the research, manufacture and sale of specialised crystal products for detectors, lasers and other industrial applications. We use a quality management system according to the CSN EN ISO 9001:2016 standard. Our continued goal is to create and maintain customer confidence in our company, and its activities and products. Therefore, we have adopted a quality policy with the motto:

Top Technologies for You

We fulfil this basic motto by focusing on the following principles:

1. **Standard quality management system**
   - The company's management identifies with the provisions of the CSN EN ISO 9001:2016 standard, and hence makes use of it throughout the company's activities. It manages its corporate context, including its relationships with external providers, customers, employees, competitors, the regional public, the state and the certification body. In doing so, it manages the risks existing within those relationships.
   - The quality management system is an organic part of the company's overall management.
   - We apply the principle of continuous improvement in our management system.
2. **Improving the quality of our orders**
   - The basic and primary goal of the company's activities is to satisfy our customers' expressed and expected wishes, to go beyond their expectations, and satisfy their current and future needs.
   - We consider quality of delivery to be not only the technical quality of our products, but also the quality of compliance with the agreed delivery conditions and the quality of the accompanying administration.
3. **Collaboration by suppliers and cooperants**
   - We choose our business partners carefully. Preference is given to business partners with an established quality management system, either certified or verified by us.
   - We thoroughly verify the quality of deliveries to the company and require proof of the quality with relevant documents (e.g. certificates, declarations of conformity).
4. **Employee collaboration in achieving quality**
   - Our greatest potential lies in qualified and reliable staff.
   - In the company, all employees have a defined responsibility and treat each other as customers and suppliers.

In Turnov 1st of May 2024 (revision 4-0) - Process E1

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