

Quality Policy.

The company focuses on the manufacture, printing and sale of paper-based packaging. Its preference is growth founded on continuous improvement, sustainable development and competitiveness. To meet rising demands on quality, deadlines and price, a quality management system (QMS) is in place. The goal is to provide products and services that satisfy customers' specific requirements.

01 CUSTOMER RELATIONSHIP

- ◆ New, innovative solutions and quality products made with modern technology.
- ◆ Customer satisfaction is the decisive criterion — our aim is 100% fulfilment of all stated requirements and expectations.
- ◆ Through communication and personal contact we provide maximum information about the work in progress.
- ◆ Reliability and quality work build the company's good name.
- ◆ Maximum quality of delivered products, ordered quantity and services within the agreed deadline.

02 SUPPLIER RELATIONSHIP

- ◆ We prefer suppliers who meet legislative and quality requirements and respect environmental protection, hygiene and occupational safety.
- ◆ We evaluate suppliers, select them carefully and cooperate closely with them.
- ◆ We build long-term, mutually beneficial partnerships and run transparent tenders.

03 CONTINUOUS IMPROVEMENT

- ◆ Changes in management aim at continuous improvement of product and service quality and higher process efficiency.
- ◆ We support employee suggestions — it is not enough to remove an error; the cause must be found and resolved so it does not recur.
- ◆ A „zero“ defect vision: we seek measures that reduce internal-process defects.

04 PROCESS STABILITY

- ◆ We handle enquiries, quotations and orders professionally and smoothly; confirmed deadlines are met without exception.
- ◆ Deliveries of products and services match the customer's specification exactly.
- ◆ All processes run in line with the health, hygiene, safety and environmental conditions set by Czech legislation.

05 TECHNOLOGY AND INFRASTRUCTURE

- ◆ We actively support the introduction of new technologies.
- ◆ We optimise the logistics flow of materials and products.
- ◆ We systematically maintain production equipment to achieve conformity with product requirements.

06 MANAGEMENT COMMITS TO

- ◆ Create and provide the resources needed to fulfil the quality policy and the goals of the management system.
- ◆ Maintain, develop and continuously improve the QMS in line with ISO requirements.
- ◆ Motivate and systematically raise employees' expertise and competence.
- ◆ Regularly verify the system's effectiveness and evaluate activities based on data analysis.

07 EMPLOYEE RELATIONSHIP

- ◆ Every employee is responsible for the results of their work; we develop expertise and support initiative.
- ◆ By identifying hazards and managing risks we prevent injuries and incidents.
- ◆ The foundation is a professionally strong, stable and satisfied team; we give employees a long-term outlook.
- ◆ Product quality is achieved through quality production, not by sorting out non-conforming pieces.

Approved by the general meeting of INAPA s.r.o. Binding for all staff and part of the Quality Manual. In Třebíč, 16 February 2023.
