

“TORGOTERM” PLC

QUALITY POLICY

The Board of Directors of TORGOTERM PLC, by this Declaration, declares its decision to continue working on improving the existing quality management system. This will lead to improving the process effectiveness and achieving better quality of the manufactured products and services. Thus we will satisfy the requirements of our customers, the society and the interested parties.

The major reasons for the decision are:

- Conducting TORGOTERM PLC's trade strategy by embedding operating and continuously improved quality and continuously improved Quality Management System;
- Practical implemented responsibilities of The Management of “TORGOTERM” PLC in restructuring and improving the organization of the ongoing processes;
- Improving the applied Management's decisions-making leading to profitable market strategy;
- Promoting and maintaining “TORGOTERM” PLC's image as a professional kitchen equipment manufacturer with a production that satisfies the customer's requirements;
- Creating conditions of motivation and commitment of the employees, leading to quality work process, order, discipline and loyalty towards “TORGOTERM” PLC's interests;

As we are following our Policy and applying a Quality management system, meeting the requirements of BDS EN ISO 9001:2008, in “TORGOTERM” PLC we work for achieving the following strategic quality goals:

- Achieving maximum customer's satisfaction, while protecting “TORGOTERM” PLC and interested parties;
- Active innovations and activities, including manufacturing of products, meeting the latest market requirements, implementation of new and advanced technologies and stimulating employees' creativity;
- Compliance with the European requirements for the products and integration into the European principles and practice of production;
- Optimization of the employee numbers and its versatility, aiming to reduce the costs and increase the productivity;
- Improving the manufactured products' quality, through technical and organizational improvement of the effectiveness of the processes;
- Attracting new strategic partners, aiming to enhance enterprise's financial stability.
- Conducting continuous improvement in all areas of “TORGOTERM” PLC activities.

As a result of the current successful implementation and development of the quality management system, we have achieved:

- Certainty of the ability of “TORGOTERM” PLC to manufacture and supply its clients with products in compliance with the specified requirements;
- Satisfying public expectations from the highly effective performance
- Meeting the needs and interests of “TORGOTERM” PLC integrally and of its employees, by achieving and maintaining the quality of the manufactured products at optimal cost and high wage;
- Satisfying the expectations of the Management for highly effective performance.

With this Declaration, The Board of Directors expresses its certainty for empathy, propriety and creativity of the employees of “TORGOTERM” PLC, in practical realization and continuous improvement of the Quality Management System.

Kyustendil, March the 15th 2013

Executif Director:



Boyko Nedialkov

Boyko Nedialkov