

QUALITY POLICY

The most important goal of Luga Sp. z o.o. there is constant development in order to maintaining existing ones, as well as acquiring new clients and extending the service offer.

We set ourselves high standards, raise qualifications, create conditions encouraging improvement of organization and work efficiency. Understanding the principles of the Quality System by employees, their participation and involvement in the work they perform determines our credibility, competitiveness and, consequently, contributes to further development.

We obtain the required quality by:

- employee involvement in the implementation of services that meet customer requirements.
- implementing and maintaining a Quality System that allows good organization of work that gives satisfaction to our clients and employees.
- continuous improvement of the effectiveness of the quality management system.

Quality is to achieve the strategic goal of a positive economic result and competitiveness in the services market. President of the Luga Sp. z o.o. undertakes to continuously improve the Quality Management System and to provide funds necessary for its proper functioning.

Therefore, considering the specificity of our company, we declare:

- Maintaining and improving the effectiveness of the Quality Management System according to ISO 9001,
- Continuous improvement of processes and procedures in force at the Company,
- Proceedings in accordance with the applicable legal status and other regulations applicable to the Company's operations
- commitment of employees into the service delivery meeting requirements of the customer.

The Management Board of the company undertakes to meet the applicable legal, administrative and other requirements, provide resources necessary for the system to function and continuously improve the effectiveness of the Quality Management System, in accordance with the EN ISO 9001: 2015 standard.

This policy is known and available to all Company Employees.

Chairman of the management board

M.Sc., eng. Zbigniew Łuczyński