



# QUALITY POLICY

## TATRA TAKES YOU FURTHER

The producer of TATRA trucks, with more than one hundred and fifty years of history, is associated with tradition, reliability and quality. The company regards their basic obligation as supplying the market with safe and reliable products, which meet the obligatory technical and legal regulations.

Quality is the basic precondition for fulfilling the company's aims, principal values and developmental intentions.

Systematic care about the environment is part of our business strategy, activities and plans.

From a long-term point of view we promote the vision of satisfying, at the maximum possible degree, the needs and expectations of all interested parties, i.e. customers, shareholders, employees, suppliers and the company, and we aim to become the best within our trade industry at creating values for customers and shareholders. To fulfill this vision, we apply the following aims and principles:

### In relation to customers:

- supplying products, which, thanks to their technical solution, quality, reliability, high standard of supplied services as well as the offered product range, will satisfy customer expectations, and ensure the products are delivered by agreed dates
- paying exceptional attention to satisfying customer demand for special variants of trucks, which are used for defense purposes
- ensuring a high level and accessibility of after-sales services
- maintaining quality business partner relations and encouraging mutual reliance, which will result in maximal satisfaction of business partners

### In relation to shareholders:

- ensuring long-term growth based on extending the customer base, including penetrating new territories and gaining new contacts
- ensuring long-term prosperity through effective management of financial resources vital for the company operations
- increasing the return of invested capital
- creating better conditions for cost optimization
- leading employees to maximum economy and frugality with entrusted sources and property

### In relation to employees:

- creating a friendly and motivational working environment, encouraging all employees' creativity and spirit of enterprise in the process of continuous improvement and searching for cost-saving measures

- supporting education and training of every employee
- creating a quality working environment
- requiring that employees accept responsibility for assigned work plans and required performance, supported by objective and quantifiable motivation
- educating employees to adopt professional behavior

### In relation to our suppliers:

- preference to competitive suppliers of high quality products, which meet the quality management requirements
- continuously exerting objective pressure on prices, quality, deadlines and services to increase company reliability
- cultivating partner relationships based upon open communication
- creating an equal, competitive environment for existing and potential suppliers

### Company management system:

- consistently exercising and constantly improving and increasing the efficiency of the management system as a tool for running the company with the aim to reach set objectives and targets
- permanently developing and increasing the quality of all processes and procedures in the company with the aim of ensuring commercial success

### Commitment of the company's management:

- the Board of Directors as well as company managers setting an example to all employees in improving the quality system

- creating relationships based upon ethical principles, honesty, trust and co-operation amongst all co-workers
- creating and providing adequate resources for the effective functioning of the quality system
- creating a safe working environment
- increasing awareness of the quality management system amongst employees, developing their knowledge and skills necessary to ensure the desired quality through training and other activities leading to increased employees' qualifications and individual skills

### Company management expectations of the employees:

- an active approach in looking for and submitting ideas, which will lead to constant improvement of the quality of products, processes and other company activities
- loyalty to the company's needs
- active knowledge of the quality system documentation, and consistent and rigorous observance of the procedures set in the documentation
- responsibility for one's own quality of work involving the prevention of errors and checking the results of one's own work
- team work and active co-operation towards meeting company targets

Kopřivnice, October 2014  
CEO'S Directive 9/2014

Petr Karásek  
Chief Executive Officer

Petr Rusek  
Sales Director

Radek Strouhal  
Chief Financial Director

Miroslav Křížek  
Executive  
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Management Representative  
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Jan Rulec  
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