

5.2 MISSION - QUALITY POLICY

The mission and quality policy will be communicated with this manual and in course of the management review the policy will be evaluated for appropriateness.

5.2.1 MISSION

“INKLA – think global, act local...”

5.2.2 QUALITY POLICY

The quality policy of the company is based on 5 pillars as follows:

Quality Management as primary Success Factor

We ensure that Inkla meets the expectations/requirements of the customers.

We adhere to the audit of our core processes in order to ensure the quality.

We continuously improve processes and solutions of Inkla.

→ 9.1 Monitoring, measurement, analysis and evaluation

Inkla Team

Our team is our business driver, the employees participate in our team as a part of the Know-how.

→ Satisfaction of our employees & profit

Technical Know-how and experience

We have highly technical qualified and motivated employees. By complementing one another we build a dedicated team of experts with long-term experience.

→ appropriate education/trainings

Market specific Know-how

We are specialist in...

... knowing the legal business terms

... following the current economic situation

... following the current political situation

... constant information exchange between the offices in Ukraine and Russia

→ sales [€] in the market segments & market share [%]

Supplier

Our suppliers are long-term orientated, strategically focused on our markets willing to adapt to the requirements by investing their own human and technical resources.

→ Criteria of supplier evaluation