

	KEL Bulgaria OOD		QM
	Section	4 Organizational Context	Revision: 01
	Document	Quality Manual	Issue Date: 4.3.2019 r.

5.2 Quality Policy

The management, in the person of the GENERAL MANAGER of KEL BULGARIA EOOD, formally declares its management policy directed at continuous improvement of the quality of the provision of services related to trade of fasteners, tools and spare parts for them.

Our main goal is to satisfy our customer requirements, ensuring long lasting presence on the market.

Our strategic direction is to increase the competitiveness of the organization by continuously improving the service to the clients and optimizing the deadlines for the implementation of our activities, strengthening and developing the strengths of the organization, expanding the range of products offered and maintaining mutually beneficial relationships with our suppliers.

For the implementation of this policy, KEL BULGARIA EOOD directs its efforts in the following directions:

- the success of our company depends on our ability to meet the requirements and expectations of our clients, staff and owners and our efforts are directed towards efficient management of processes influencing quality as prerequisites for achieving significant profitability and ultimate economic growth;
- we unconditionally adhere to the requirements of our QMS;
- we reaffirm the overriding role of the law and ensure its observance;
- Provides the framework for defining and reviewing quality objectives;
- Keeping constant contact with Clients to immediately clarify their needs and meeting their requirements by receiving feedback;
- Periodical updating of the organization's policy to be adequate to the strategic direction of the company, documentation, implementation and maintenance;
- Continuous process for effective use of available resources, improving their qualification, skills and motivation;

The leadership of KEL BULGARIA EOOD commits to continuously improve and maintain the efficiency of the quality management system in accordance with the international standard BDS EN ISO 9001: 2015.

General Manager:

/ Marc de Smet /

