

VISION

TO BE A COMPANY WHICH SEEKS TO FULLY ASSURE PARTIES CONCERNED ABOUT HIGH QUALITY OF PRODUCTS, WORK OF QUALIFIED PERSONNEL AND QUICK RESPONSES TO CUSTOMERS.

MISSION

TO BE A RELIABLE AND PROFESSIONAL MANUFACTURER.

Main goal – to supply quality products to the market, ensuring that the orders of customers are made in a great quality, timely and in appropriate manner.

QUALITY POLICY

For the purposes of meeting their commitments to the parties concerned and based on the values of the organization, JSC TELRADA management and all employees undertake:

Quality:

- To ensure high quality of products and services rendered.
- To continuously monitor and evaluate the process of quality planning and implementation to avoid mistakes or remedy their consequences.
- To improve economic efficiency, effectiveness, performance and quality assurance of the processes.

Reliability:

- To work in compliance with ISO 9001 standards and all legal instruments regulating requirements of metal produce and continually strive for the best results.
- To work under the existing legal documents of the Republic of Lithuania and the European Union and fulfill their requirements.
- To plan, implement, manage, enforce and regularly update and improve quality management systems.
- To produce safe, quality products that meet customers' expectations.
- To analyze results of performance and taking into account the needs of parties concerned, continually improve the quality management system and anticipate new goals and directions.
- TELRADA, JSC is a team of highly experienced professionals with a long experience, committed to providing quality products to their customers in a timely manner to ensure growing and changing customer needs.
- The head of the company aims to involve all employees of the company in the implementation of this policy and ensure that they have a good understanding of their important input and role in it.
- The quality management philosophy and methods chosen by the company allow for continuous improvement of the activity by involving all employees in order to best meet the needs of the customers, improving the quality of the products and optimizing production terms.

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Team work:

- To endeavor that every company's employee within the boundaries of their competence will take the responsibility for the quality of work carried out in the company, quality improvement.
- To set the goals of management system and their objectives and to allocate appropriate resources for their implementation.
- To ensure continuous growth of staff knowledge and involvement of all employees into quality management.
- To upgrade employees' skills and improve working conditions.
- To make all company's employees and individuals acting on behalf of the company aware of quality policy of the company.
- To create new and foster already established business relations with the view of long-term growth and prosperity.
- To work in close cooperation with business partners in the pursuit of quality policy.

Publicity:

- To keep themselves informed, to identify and be aware of the quality and product range requirements of the parties concerned and implement the requirements.
- In the scope of their activities, to explore the worlds' technological development and to introduce the achievements in practice, generating the opportunities for the parties concerned to obtain the latest solutions.
- To make quality policy document available to the public.

Flexibility:

- To develop technological processes, products and services taking into consideration technological progress, needs of customers', activities of parties concerned and country's expectations.
- To perform activities with the view of efficient new working methods, technologies, equipment, packaging materials and raw materials. Set up preventive measures.
- To select the external goods and services providers that meet the requirements of the company and the parties concerned in the best possible way.
- To reduce production costs and increase the efficiency planning the activities on a regular basis, optimizing technological processes, as well as introducing technical innovations.

It shall be the responsibility of each TELRADA, JSC employee, regardless of their position, to understand the principles of quality policy, responsibly to make their full contribution to the achievement of company's objectives. The company management shall take full responsibility for thorough quality policy understanding and its implementation at all levels of the company, as well as updating in response to the developments.

The foregoing policy is confirmed by TELRADA, JSC Director. The policy is reviewed regularly and is publicly available online on the company's website.

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