

## Quality Policy

EATON is a global leader in high quality electrical products and services. Our customers, suppliers, employees, management and community which we cooperate with, demand high quality. They expect that we maintain high standard of the quality management system. The management of the company plays a key role in implementing and improving the management system, because it is focused on quality.

The issued quality assurance, environment protection and health and safety directives are mandatory for all employees of Eaton Elektrotechnika s.r.o., our suppliers and providers of service. Their thorough observance in everyday practice is very important for us.

We, the employees of Eaton Elektrotechnika s.r.o., strive for:

### ❖ **Satisfaction of our customers**

We live thanks to our customers. Their better evaluation of the quality of our products and services in comparison with our competitors is critical for our success in the market. Also within the company each of us is the customer and the supplier at the same time. That is why we want to really satisfy every customer, including our colleagues at work.

### ❖ **We all must work without errors from the very beginning**

"Do everything right at the first attempt." This is the principle we adhere to. For this we need clear and feasible instructions, perfect organization of work. The more understandable the principles are, the easier it is to comply with them.

We plan quality. We state measurable objectives, and evaluate success according to results achieved.

We improve our procedures by systematic and continuous analysis of quality records. Necessary capability is acquired by training and well stated instructions.

### ❖ **Observance of promises**

We want to be reliable partners, which includes delivering the goods. We stick to our word; this is a condition of successful collaboration.

### ❖ **Observance of control directives in the area of quality**

We have prepared quality directives for both our products and services. They apply to our everyday work.

### ❖ **Through quality to economy**

To win in strong competition, we have to work economically. Each of us influences the price of our products and services by the quality of his/her work. For this we improve our working procedures by corrective and preventive actions continuously.

### ❖ **Quality of our suppliers**

Quality of our products is highly dependent on the quality of materials delivered by our suppliers.

That is why we ask our suppliers to deliver goods and services that correspond to our high requirements. While doing this, we treat our suppliers as our partners.

### ❖ **Increasing our quality awareness**

"We want quality." That is why we all are expected to create quality at our workplace. We can only reach required quality through mutual interdisciplinary cooperation, working as a team. We shall always ask: "How can we do it better?"

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