

*TO CONTINUOUSLY MEET THE REQUIREMENTS AND EXPECTATIONS OF THE CUSTOMERS CONCERNING THE EXPECTED QUALITY, WE MUST CLEARLY KNOW WHAT THE QUESTIONS, THE REQUIREMENTS AND THE EXPECTATIONS OF THE CUSTOMERS ARE, AND WHAT THE LAW – BOTH GENERAL AND SPECIFIC SECTORAL LAWS – AND REGULATIONS ARE. REGULAR CUSTOMER SATISFACTION SURVEYS SHOULD GIVE AND ANSWER WHETHER OR NOT THE EXPECTATIONS OF THE CUSTOMERS ARE FULFILLED.*

*WE FOLLOW HEREBY THE ISO9001 STANDARD, VERSION 2008 OF WHICH ALL APPLICABLE REQUIREMENTS ARE INCLUDED IN OUR QUALITY SYSTEM.*

*DEFECTS, COMMENTS AND COMPLAINTS, BOTH WRITTEN OR SPOKEN, ARE PROMPTLY REGISTERED IN ORDER TO ANALYSE THE DEFECTS AND THE ROOT CAUSE AND TO RECOVER THESE. THROUGH ADJUSTMENTS OF PRODUCTS AND / OR QUALITY MANAGEMENT SYSTEM, WE WANT TO AVOID MISTAKES IN THE FUTURE.*

*REGULAR INTERNAL AUDITS ARE HELD TO VERIFY THAT THE SYSTEM REMAINS WELL APPLIED AND ALSO CONTINUES TO GIVE SATISFACTION.*

*ON THE BASIS OF REGULAR VERIFICATION OR MEASUREMENT OF THE INTERNAL RESULTS, WE TRY TO IMPROVE THROUGH ANALYSIS THOSE THINGS THAT WENT WRONG AND / OR THAT PREVENTIVELY CAN BE IMPROVED.*

*ŁÓDŹ 15/04/2011*

*SISA POLSKA SP.Z O.O.*