

**INFORMATION REGARDING THE QUALITY SYSTEM according to the  
CSN EN ISO 9001:2009 Standard  
in the company**



**Contents:**

- 1) Company address**
- 2) Company history**
- 3) Extent of the quality system**
- 4) Quality management system**
- 5) Duties of company management**

**1) COMPANY ADDRESS**

**STROS**  
**Sedlcanske strojirny, a.s.**  
**Strojirenska 791**  
**264 01 Sedlcany**  
**CZECH REPUBLIC**

Telephone: +420/318 842 408, 842 111

Fax: +420/318 821 230

E-mail: [sales@stros.cz](mailto:sales@stros.cz)

Company identification number: 261 835 95

VAT number: CZ261 835 95

**2) COMPANY HISTORY**

The incorporated company "STROS – Sedlcanske strojirny, a.s." is a corporate body which was founded based on a Deed of Foundation on the 12<sup>th</sup> April 2000. It is registered in the Register of Companies, registry mark B 6610, with the Registration Court in Prague.

The company became focused on engineering production – the construction of mechanically driven machines, the production of selected hoisting equipment, and the erection, repair, revision and testing of selected hoisting equipment, whereby the company's founders carry on the company's longstanding tradition in this field.

### **3) EXTENT OF THE QUALITY SYSTEM**

#### **3.1 FUNDAMENTAL DECLARATION**

In 2001 the company management decided to establish a quality system according to the ISO 9001 Standard series in order to secure the production of those products that constitute the core production of the company, i.e. the production of selected hoisting equipment and the erection, repair, revision and testing of selected hoisting equipment (building machines), and furthermore the engineering production (secondary production), which helps to make full use of the company's capacity.

#### **3.2 APPLICATION OF THE CSN EN ISO 9001:2009 STANDARD IN THE COMPANY**

The company has applied all requirements of the CSN EN ISO 9001:2009 Standard in its management. In February 2002 the company acquired certification of applying a quality system according to the CSN EN ISO 9001 Standard to selected fields of activity; see the certificate.

### **4) QUALITY SYSTEM MANAGEMENT**

#### **4.1 GENERAL REQUIREMENTS**

In accordance with the requirements of the CSN EN ISO 9001:2009 Standard, the company has created, documented, executed and maintained a system of quality management and continuously improves its effectiveness.

The company has identified the processes that serve to secure the performance of the system of quality management. For transparency purposes the company has sorted these processes into four groups according to the structure of the CSN EN ISO 9001:2009 Standard. They are the following groups:

1. Processes of managing activities
2. Processes of resource provision
3. Processes of product realization
4. Processes of measuring, analyzing and improvement

#### **4.2 REQUIREMENTS FOR DOCUMENTATION**

##### **4.2.1 GENERAL**

All controlled documentation securing the quality of a product is divided into four levels:

- a Quality policies and aims
- b Quality Guidebook (PK)
- c Organizational guidelines and rules
- d Work procedures, test and check guides
- e Records (process outcomes, e.g. Check-out protocols)

|                                 |                |                             |
|---------------------------------|----------------|-----------------------------|
| Carried out by: Ing. Petr Lomoz | Page No.: 2/ 5 | In Sedlcany on : 5. 1. 2011 |
|---------------------------------|----------------|-----------------------------|

#### 4.2.1.1 SURVEY OF THE MAIN ORGANIZATIONAL DOCUMENTS

| Document number | Description   | Corresponds to the CSN EN ISO 9001:2009 Standard chapter No.: |
|-----------------|---|---|
| PJ 1            | Quality guidebook   | 4.2.2   |
| Ř 1             | Organizational rules  | 4.2.1   |
| Ř 2             | Work rules  | 4.2.1   |
| Ř 2.1           | Waste disposal rules  | 4.2.1   |
| Ř 2.2           | Provision of personal protective equipment                          | 4.2.1   |
| Ř 4.2.1.1       | Record, destruction and archive rules                               | 4.2.1   |
| Ř 5.5.3         | Software rules  | 4.2.1   |
| OS 4.2.1.2      | Appearance of organizational norms                                  | 4.2.1   |
| OS 4.2.3.1      | Control of internal documents and records                           | 4.2.3   |
| OS 4.2.3.2      | Control of external and operational documents                       | 4.2.3   |
| OS 4.2.3.3      | Control of alteration in operational and accompanying documentation | 4.2.3   |
| OS 6.2.2        | Worker training   | 6.2.2   |
| OS 6.3          | Infrastructure  | 6.3   |
| OS 7.2          | Inspection of requirements imposed on a product                     | 7.2   |
| OS 7.3          | Design and development  | 7.3   |
| OS 7.4          | Purchase  | 7.4   |
| OS 7.5.         | Production and service providing                                    | 7.5   |
| OS 7.5.5        | Product protection  | 7.5.5   |
| OS 7.6          | Metrological rules  | 7.6   |
| OS 8.1          | Statistical methods   | 8.1   |
| OS 8.2.2        | Internal audit  | 8.2.2   |
| OS 8.2.4        | Checking and testing  | 8.2.4   |
| OS 8.3.1        | Control of non-conforming products                                  | 8.3   |
| OS 8.3.2        | Reclamation procedure   | 8.3   |
| OS 8.3.3        | Accidents   | 8.3   |
| OS 8.5          | Corrective and preventative measures                                | 8.5   |

#### 4.2.2 QUALITY GUIDEBOOK

The Quality Guidebook is an essential document of the quality system, which describes and testifies the attention that the company gives to quality in all the processes. Through paying methodical attention to quality, the company seeks to attain the utmost satisfaction of its customers. The Quality Guidebook represents an accordance of the quality system with the requirements of the CSN EN ISO 9001:2009 Standard and is binding for all the employees of the company. The structure of the guidebook's chapters complies with the aforementioned standard.

The Quality Guidebook contains both the history and the present of the company, its business policies, organizational structure, basic concepts of the quality system and quality policies.

## **5) DUTIES OF COMPANY MANAGEMENT**

### **5.1 RESPONSIBILITIES OF THE MANAGEMENT**

Upon considering the risks that could arise from the supply of poor quality products and accompanying services, the company's management decided to implement a system of quality management and to use it as a tool of managing the company. Another fundamental reason for this decision is the necessity of securing the further development and competitiveness of the company and ensuring the trust of its customers.

The company's management secures the establishment of the company's policies and aims, its structure and resources, attends to the maintenance of its current effectiveness, and realizes the process of ongoing improvement.

In attaining its strategic aims it evaluates financial indices and process effectiveness indices, and assesses the level of customer satisfaction.

In executing quality policies and aims the management ensures the enhancement of employee awareness and motivation, identifies the qualitative parameters of realization processes, plans the future of the company and change control, and sets and communicates trends for attaining the satisfaction of the parties involved.

It proves its commitment to the development and improvement of the system of quality management by:

- Communicating within the company the importance of meeting the requirements of customers, regulations and legal requirements
- Setting quality policies
- Making sure that quality aims are set
- Inspecting the quality system
- Securing the availability of essential resources

### **5.2 CUSTOMER ORIENTATION**

The success of the company is dependant on meeting the present and future needs and expectation of its customers.

Constant monitoring of customer needs is vital, and any incentives thus acquired form the basis for formulating the business strategy of the company. The commercial success of the company depends on swift reactions to changes in the requirements of its customers.

What is important to customers and final users is the compliance of the service supplied with their requirements, the reliability of the equipment, promptness in service providing, performance after delivery, price, and the expenses and running costs for the life cycle of the products delivered.

The company's management has established the basic needs and expectations of its customers relating to the requirements for the products supplied and the services provided, including regulatory and legal requirements.

It has generally specified the requirements regarding quality aims, i.e. it has given the general characteristics of the products supplied and the services provided, complemented with legal and technical requirements.

The company's management monitors customer satisfaction (through questionnaires, personal contact etc.).

### **5.3 QUALITY POLICIES OF THE COMPANY STROS**

The high quality standard of the products produced and supplied by our company STROS – Sedlcanske strojirny, a.s., is of crucial importance for its prosperity and further development. It aims to offer and supply products and services that are capable of maintaining a high standard on the world market, thus enabling the company to be considered a reliable partner in those fields where its products and services can be utilized.

The company's management annually updates and approves the company's **Quality policies** at a management conference.

This document is publicized as a regulation of the general manager of the company under the name of **Quality policies and aims for the year...** for the given year.

The quality policies are binding for all the workers of the company.

It is the duty of all management staff on all levels to ensure that every worker of the company is informed about the principles, requirements and goals of the quality aims defined for their particular workplace.

### **5.4 INSPECTION OF THE QUALITY SYSTEM**

#### **5.4.1 GENERAL**

The purpose of the inspection of the quality system is to regularly inspect the effectiveness of the quality system established in the company.

The inspection of the quality system is declared by the general manager in such a way that all inputs into the quality system are inspected at least once a year.

The following executives participate in the inspection of the quality system by the company's management:

Executive manager

Sales manager

Technical manager

Production manager

Control and quality manager (head of the quality management department)

Human resources manager

Prevention and work safety manager

Information system manager

Project manager

Quality deputy

During this inspection the suitability, adequacy and effectiveness of the quality system are evaluated, and opportunities for improvement and the necessity of changing the quality system and quality policies and aims are investigated. The quality deputy keeps a record of the inspections of the quality system.

**The aim of the company STROS-Sedlcanske strojirny,a.s.,  
is to provide products and services of superior quality.**

|                                 |                |                             |
|---------------------------------|----------------|-----------------------------|
| Carried out by: Ing. Petr Lomoz | Page No.: 5/ 5 | In Sedlcany on : 5. 1. 2011 |
|---------------------------------|----------------|-----------------------------|