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# Quality Manual


TRAIVA s.r.o.

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## 1. Purpose and Validity

The Quality Manual describes the quality management system established by TRAIVA s.r.o. in accordance with the ISO 9001:2008 standard.

This Quality Manual is intended for the employees of the company, external audit organizations, and for presenting the quality management system to TRAIVA s.r.o.'s business partners.

## 2. Definition of Terms and Abbreviations

### 2.1 Abbreviations

QMS - Quality Management System

QM - Quality Manager

DC - Document Controller

### 2.2 Terms

QMS Documentation – A set of documents (specifications, records) with exact internal rules for creation, approval, identification, distribution, retrieval, protection, logging, storage, maintenance, and disposal to ensure their accuracy.

Record – A document that specifies achieved results or provides evidence of activities performed.

Quality Manager – A TRAIVA s.r.o. management member, appointed through a "QM Appointment Decree," responsible for ensuring and securing the QMS within the company.


Document Controller – An employee appointed by the Quality Manager via a "DC Appointment Decree," directly reporting to the Quality Manager and responsible for QMS-related activities outlined in the "DC Appointment Decree."

Document Control – Continuous maintenance of the documentation's current state, ensuring the documentation set is complete and each document is fully accurate.

External Documentation – Documents incorporated into the QMS that were created or issued by other organizations but are used within the company.

## 3. Introduction to TRAIVA s.r.o.

TRAIVA s.r.o. was founded in the spring of 1997. The company's work in occupational health and safety (BOZP) and fire protection (PO) services, commercial activities, production of safety products, and software development has seen dynamic growth, with turnover doubling annually.

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In the software field, emphasis is placed on developing proprietary software. In response to customer demand, three core BOZP and PO software systems were created: BOZP and PO Documentation, BOZP Organizer, and BOZP Online Training. In 2009, a proprietary e-commerce source code was also developed.

Customer satisfaction in delivering high-quality, comprehensive services is ensured by a team of 10 highly qualified specialists.

Our business partners include:

- Ministry of the Interior of the Czech Republic
- Ostroj Hansen-Reiders s.r.o.
- MSEM a.s.
- City of Ostrava
- ČEZ a.s.
- Manutan s.r.o.

### Services Provided

TRAIVA s.r.o. focuses on achieving its core goal - to provide customers with comprehensive services of optimal quality. Therefore, emphasis is placed on both the scope and quality of the services provided. Part of this strategy includes the production and sale of safety products.

### Current service offerings include:


- Production and sale of safety products
- Occupational Health and Safety (BOZP) and Fire Protection (PO) services
- Development, sales, training, and support of proprietary software systems

## 4. Quality Management System

### 4.1 General Requirements

TRAIVA s.r.o. has established, documented, and maintains a quality management system (QMS) that serves as a tool for assessing the company's ability to meet customer requirements, enhance customer satisfaction, and fulfill applicable legal and regulatory requirements. The aim is to improve performance through the effective application of this system, ensuring compliance with the ISO 9001:2008 standard requirements.

The quality management system is described in this Quality Manual, which contains references to the core documented procedures of the system.

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## 4.2 Documentation Requirements

### 4.2.1 General

TRAIVA s.r.o. has developed QMS documentation comprising:

- Company Management Guidelines – Describes the entire management system, including descriptions of ongoing processes and activities within the organization that must be followed and fulfilled. Responsibilities and authorities of employees stemming from the described activities are outlined in the guidelines, which are divided into sections and include the Quality Manual.
- Work Procedures – Instructional guides that employees follow to perform specific tasks.

Additionally, within the quality management system at TRAIVA s.r.o., the following are used and created:

- Template Forms – Standard documents used to create records and ensure consistent formatting.
- Records – Documents created during specific activities to provide evidence of their execution. For the QMS, they serve as quality records and are subject to examination during internal audits.

### 4.2.2 Quality Manual

This Quality Manual encompasses the entire quality management system, including references to the documented procedures of the QMS.


The primary processes identified at TRAIVA s.r.o. include:

- Production
- Commercial activities
- Procurement of trade goods
- Provision of BOZP and PO services
- Software development

The support processes identified at TRAIVA s.r.o. include:

- Customer requirements review
- Storage and dispatch
- Infrastructure provision and maintenance
- Data monitoring and analysis
- Customer satisfaction assessment

The management processes identified at TRAIVA s.r.o. include:

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- Strategic planning
- Determination of responsibilities and authorities
- Human resource management
- Internal communication
- Quality management system review
- Document control
- Nonconformity management
- Internal Audit
- Corrective and Preventive Actions for Improvement

#### 4.2.3 Document Control

The quality management system documents and records at TRAIVA s.r.o. are controlled. Rules have been established for their creation, approval, review, updating (including change identification), availability at points of use, and ensuring their legibility and easy identification. The identification and distribution of externally sourced documents are also controlled to prevent the unintended use of outdated or incorrect documents. The guidelines and procedures are set by the company's management directive.

#### 4.2.4 Record Control

Record control at TRAIVA s.r.o. is outlined in the company management directive. Rules are established for identifying, storing, protecting, retrieving, and handling records.


### 5. Management Responsibilities

#### 5.1 Management Responsibility

The development and application of the quality management system, as well as its continual improvement, is the responsibility of the company's management and the quality manager at TRAIVA s.r.o. Their responsibilities are demonstrated by:

- Addressing issues and ensuring compliance with legal requirements through information and task sharing via Outlook and monthly meetings
- Setting the quality policy (see section 5.3 of this manual)
- Defining quality objectives (see section 5.4.1 of this manual)
- Conducting quality management system reviews (see section 5.6 of this manual)
- Ensuring resource availability (see Chapter 6 of this manual)

#### 5.2 Customer Focus

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TRAIVA s.r.o. has established procedures for identifying and meeting customer requirements and improving customer satisfaction. Activities related to identifying and fulfilling customer requirements are outlined in the guidelines for managing primary and supporting processes, as detailed in section 4.2.2 of this quality manual.

The Management Directive of TRAIVA s.r.o. includes a system for assessing and analyzing customer satisfaction, with the results feeding into the quality management system review process.

### 5.3 Quality Policy

Providing high-quality services and products is our company's top priority. All processes are aligned with achieving customer satisfaction. Our Quality Policy is as follows:

The primary goal of TRAIVA s.r.o. is to meet our customers' needs and continuously improve quality in the services we offer. This objective is fulfilled in accordance with the quality management system under ČSN EN ISO 9001:2000 standards.

TRAIVA s.r.o. continuously seeks ways to expedite, refine, and improve its activities and services, with each employee held accountable. Tools, including a unique reward system for employee suggestions to improve quality or customer communication, are implemented (see "TRAIVA Management System - Rewards").

The company's leadership is responsible for appropriately setting up the quality assurance system and creating conditions for its ongoing improvement.

The quality of our company is a reflection of the skill and expertise of our employees. TRAIVA s.r.o. ensures the continuous professional development of all employees.


TRAIVA s.r.o. invests in advanced and modern technologies to improve activities and services for customer satisfaction.

Customer satisfaction is regularly verified. Customer feedback and the process of working with customers help the company tailor its activities and services to better meet customer needs.

We strive to include our suppliers, external firms, and consultants in our overall system.

TRAIVA s.r.o. aims to rank among the best in its field, maintaining and strengthening its professional market position by continuously improving service quality.

This quality policy is binding for all TRAIVA s.r.o. employees and becomes effective on the date of its announcement.

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## 5.4 Planning

The foundation of planning is the Annual Activity Report approved by the company's managing director, which includes an evaluation of the past year's activities and a plan for the following year.

Tasks derived from the annual report are broken down into quarterly plans for each division. Plan fulfillment is assessed during management meetings, with quarterly evaluations serving as the basis for the end-of-year activity review, which is part of the annual report. Plan fulfillment evaluations are recorded in management meeting minutes.

### Quality Planning

Quality planning within the company is conducted across all areas of activities (e.g., Internal Audit Plan, Training and Education Plan, Customer Project Plans, which are based on customer requirements and managed supplier selection). Additionally, quality planning is carried out mainly during regular meetings.

In cases where tasks and deadlines are not met without proper justification, corrective actions are established by management and included in the meeting minutes.


Department heads assign tasks from management meetings to their subordinates during department meetings or personally for operational efficiency. Department meetings are convened by the head according to the needs and tasks.

#### 5.4.1 Quality Objectives

In connection with the goal of establishing, implementing, and verifying a quality system under ISO 9001:2015, the company management has set objectives and deadlines to successfully implement the quality management system. These objectives are further elaborated in the quality system implementation plan, whose progress is regularly evaluated in management meetings. Quality and Environmental Management System (EMS) objectives are reviewed at least once a year to assess their relevance and set new targets, a responsibility of the Quality Management Representative (QMR).

The main priorities for setting quality objectives include:

- Meeting customer needs;
- Establishing a management system that minimizes human error while preserving employee autonomy;
- Ensuring consistent and demonstrable quality at all levels of management and company activities;
- Defining specific authorities and responsibilities for all employees;
- Enabling professional and career growth for all employees;
- Approaching 100% quality in all products and services;

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- Ensuring activities and products align with environmental protection;
- Reducing natural resource consumption;
- Reducing waste production and environmental impacts of the company.

## 5.4.2 Quality Management System Planning

The management of TRAIVA s.r.o. is responsible for ensuring that quality management system planning meets the general requirements under Chapter 4 of this manual and the quality objectives specified in section 5.4.1 of this manual. Furthermore, management ensures the integrity of the system during the planning and implementation of changes resulting from regular management reviews as per section 5.6 of this manual.

## 5.5 Responsibility, Authority, and Communication

### 5.5.1 Responsibility and Authority

The responsibilities and authorities of individual employees at TRAIVA s.r.o. are defined by job descriptions and provisions in Chapter 4 of the Management Directive. Employee placement within the company is outlined in the Organizational Structure of the Management Directive.

### 5.5.2 Management Representative


The management of TRAIVA s.r.o. has appointed a member of the management team as the Quality Manager (QM), responsible for the functionality of the quality management system. The QM, under the "Quality Manager Appointment Decree," has all necessary authority to establish, implement, and maintain the quality management system at TRAIVA s.r.o. The QM also provides management with the necessary materials for quality management system review (see Chapter 5.6 of this manual). Additionally, the QM is responsible for promoting awareness of customer requirements across the company through presentations at regular company meetings, department meetings, or other forms of communication as per SM 04 Communication Directive.

### 5.5.3 Internal Communication

Communication pathways and rules for internal communication within TRAIVA s.r.o. are established in Chapter 7 of the Communication Directive. The company has set rules for conveying and distributing essential information and managing company meetings.

## 5.6 Management Review

### 5.6.1 General

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The quality management system is regularly reviewed by the management of TRAIVA s.r.o., in cooperation with the Quality Manager, to ensure its suitability, adequacy, and effectiveness. This review is conducted at set intervals and according to the rules specified in Chapter 8 of the Management Directive on Management Review.

### 5.6.2 Inputs for Review

The inputs for quality management system review are included in the "Review Report" file, which includes the review date, company name, and the name and signature of the preparer. The "Review Report" includes the following documents:

- Records from internal and external audits
- Quality policy and objectives
- Customer complaint records
- Customer satisfaction evaluation records
- Training plans and their completion
- Training evaluation
- Professional competency assessment of employees
- Periodic supplier evaluations
- Records of supplier complaint management
- Issued corrective actions
- Issued preventive actions
- Recommendations for improvement
- Results of monitoring and data analysis

### 5.6.3 Outputs from Review

The output of the quality management system review is the "Meeting Minutes," which includes comments on all the above inputs. Based on the review conclusions, continuous adjustments are made to the quality management system, including policy and quality objectives, to:


- Improve the effectiveness of the quality management system and its processes
- Enhance products in relation to customer requirements
- Determine actions related to resource needs

## 6. Resource Management

### 6.1 Provision of Resources

The resources necessary for implementing and maintaining the quality management system, as well as for continuously improving its effectiveness and customer satisfaction through fulfilling customer requirements, are allocated and planned.

### 6.2 Human Resources

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### 6.2.1 General

Human resource management within TRAIVA s.r.o. is regulated by Chapter 10 of the Management Directive on human resource management.

### 6.2.2 Competence, Awareness, and Training

The Management Directive, Chapter 10, outlines:

- Procedures for hiring new employees
- Setting employee qualification requirements
- Developing employee qualifications through training
- Evaluating the effectiveness of employee qualification development
- Communicating quality goals and policy to employees
- Assessing employee professional competence
- Maintaining records related to human resource management

### 6.3 Infrastructure

The infrastructure establishment and maintenance at TRAIVA s.r.o. are governed by SM 05, the Directive on Infrastructure Maintenance and Provision. This directive defines rules for managing and maintaining buildings, vehicles, IT and office equipment, and implementing necessary investments in the company's infrastructure.

### 6.4 Work Environment

A suitable work environment is managed and specified according to SM 08, the Directive for Ensuring and Maintaining Infrastructure, to achieve conformity with product requirements.


## 7. Product Realization

### 7.1 Product Realization Planning

To realize products at TRAIVA s.r.o., including:

- manufacturing safety products
- selling safety products
- developing and selling software, including custom software
- providing OHS and fire protection services,

all related processes, identified as main processes in Chapter 4 of this manual, are planned and developed. These main processes are managed according to procedures outlined in Section 4.2.2 of this manual, which include provisions for product-specific activities regarding verification,

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validation, monitoring, and control. Relevant guidelines also specify records required to provide evidence of meeting product requirements.

## 7.2 Customer-Related Processes

### 7.2.1 Determining Product Requirements

Rules for identifying customer requirements, including delivery and post-delivery requirements, requirements not stated by the customer but necessary for specified or intended use, as well as legal and regulatory requirements related to the product and any additional requirements by TRAIVA s.r.o., are detailed in the following chapters of the TRAIVA Management Directive:

- Chapter 05: Trading Process
- Chapter 06: Software Development Process
- Chapter 07: Safety Products Development and Manufacturing Process
- Chapter 08: OHS and Fire Protection Services Provision
- Chapter 09: Review of Offers and Contracts

### 7.2.2 Reviewing Product Requirements

Customer product requirements are reviewed before TRAIVA s.r.o. assumes responsibility for delivering the product to the customer, as detailed in the TRAIVA Management Directive chapters: Chapter 05 on Trading Process, Chapter 07 on Safety Products Development and Manufacturing Process, and Chapter 09 on Offers and Contracts Review.

### 7.2.3 Customer Communication


TRAIVA s.r.o. has established effective methods for customer communication and customer care, as described in Chapter 15 of the TRAIVA Management Directive for assessing customer satisfaction, as well as methods for handling customer inquiries, contracts, or orders, found in Chapter 05 on Trading Process and Chapter 10 for Offers and Contracts Review.

## 7.3 Design and Development

The process for designing and developing new products, i.e., safety products and standard corporate software offered by TRAIVA s.r.o., is defined in the TRAIVA Management Directive, Chapter 15 for Software Development Process and Chapter 16 for Safety Products Manufacturing Process.

### 7.3.1 Design and Development Planning

Design and development planning is conducted according to approved customer requirements. For standard software, planning follows feedback received from customers, which is recorded by staff

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in the appropriate record, further detailed in Chapter 15 of the TRAIVA Management Directive for Software Development Process and Chapter 16 for Safety Products Manufacturing Process.

### 7.3.2 Inputs for Design and Development

Input requirements are documented in the relevant record where TRAIVA employees enter customer suggestions for improvements. Management, by a specified date, in collaboration with the department head and project guarantor, selects relevant suggestions, determines resources, and sets deadlines for individual programming stages. See TRAIVA Management Directive, Chapter 15 for Software Development Process and Chapter 16 for Safety Products Manufacturing Process.

### 7.3.3 Outputs from Design and Development

Outputs from the developed product or software are provided in the "Schedule," further described in Chapter 15 of the TRAIVA Management Directive for Software Development Process and Chapter 16 for Safety Products Manufacturing Process.

### 7.3.4 Design and Development Review

Design and development reviews are conducted at specified stages outlined in the "Schedule," as described in Chapter 15 of the TRAIVA Management Directive for Software Development Process and Chapter 16 for Safety Products Manufacturing Process.

### 7.3.5 Design and Development Verification


Verification is conducted at each stage listed in the "Schedule." The final product is passed on for testing, as described in Chapter 15 of the TRAIVA Management Directive for Software Development Process and Chapter 16 for Safety Products Manufacturing Process.

### 7.3.6 Design and Development Validation

Validation, i.e., during the development of a new product or version, is performed by documenting customer or employee suggestions for improvements in the "Suggestions XXX" form. Selected requests and suggestions are incorporated during the development of a new product, version, or improvement of an existing product, further described in Chapter 15 of the TRAIVA Management Directive for Software Development Process and Chapter 16 for Safety Products Manufacturing Process.

## 7.4 Purchasing

### 7.4.1 Purchasing Process

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TRAIVA s.r.o. has established procedures for the purchasing process, including supplier selection and periodic evaluation, as described in Chapter 12 of the TRAIVA Management Directive for Purchasing.

#### **7.4.2 Purchasing Information**

TRAIVA s.r.o. has procedures for determining requirements for purchased products, including services related to purchased products, as described in Chapter 12 of the TRAIVA Management Directive for Purchasing.

#### **7.4.3 Verification of Purchased Product**

Within the quality management system at TRAIVA s.r.o., there are binding rules for verifying conformity of purchased products with established requirements, as described in Chapter 12 of the TRAIVA Management Directive for Purchasing.

### **7.5 Production and Service Provision**

#### **7.5.1 Production and Service Provision Control**

Service provision processes at TRAIVA s.r.o. are managed according to the TRAIVA Management Directive chapters:

- Chapter 05: Trading Process
- Chapter 06: Software Development Process
- Chapter 07: Safety Products Development and Manufacturing Process
- Chapter 08: OHS and Fire Protection Services Provision
- Chapter 09: Offers and Contracts Review


Coordination and production status control are carried out during meetings, along with case management and actions to ensure customer requirements are met. Additional rules are set for marketing and production planning, including customer care.

#### **7.5.2 Production and Service Provision Validation**

This standard's article is not applied at TRAIVA due to the possibility of subsequent monitoring and measurement to verify the output of the company's main processes, as per TRAIVA Management Directive Chapter 14 on Data Measurement and Analysis.

#### **7.5.3 Identification and Traceability**

Identification and traceability of commercial goods are ensured through the information system, where business orders and their progress are recorded. Further details are available in TRAIVA

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Management Directive Chapter 19 for Logistics and Warehousing, which describes the procedures for goods circulation, including stocking, warehousing, and dispatching.

Identification and traceability of manufactured safety products are also ensured through the information system, where items received from production are recorded, as outlined in Chapter 19 of the TRAIVA Management Directive.

Identification and traceability of software, whether developed as a TRAIVA standard product or custom software, are governed by Chapter 06 of the TRAIVA Management Directive on Software Development. Identification and traceability of OHS services are described in Chapter 07 of the TRAIVA Management Directive for OHS Service Provision.

#### 7.5.4 Customer Property

Customer property at TRAIVA s.r.o. includes:

- technical devices and products intended for repair
- Customer data

Each technical device or product is duly labeled upon receipt from the customer to enable easy identification. If under the company's control, TRAIVA takes care of the customer's property. In the event of damage or loss of customer property, the customer is promptly informed, and this step is documented. Customer data is regularly backed up, with checks on data recoverability.

#### 7.5.5 Product Protection

At TRAIVA, commercial goods for sale to customers are stored, handled, and transported. These activities are managed according to Chapter 19 of the TRAIVA Management Directive on Logistics and Warehousing.


#### 7.6 Control of Monitoring and Measuring Devices

TRAIVA s.r.o. uses measuring devices in its activities, which are described in the TRAIVA company management guideline, Chapter 23: Control of Monitoring and Measuring Devices.

### 8. Measurement, Analysis, and Improvement

#### 8.1 General

TRAIVA s.r.o. has established a documented procedure for measurement, analysis, and improvement necessary to demonstrate product compliance, ensure conformity of the quality management system, and drive continuous improvement. This procedure is outlined in the TRAIVA company management guideline, Chapter 21: Data Measurement and Analysis.

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## 8.2 Monitoring and Measurement

### 8.2.1 Customer Satisfaction

TRAIVA s.r.o. measures and analyzes customer satisfaction. Records from this measurement and analysis are reviewed to provide feedback for the management of the company's quality management system processes. Customer satisfaction measurement and analysis are conducted according to TRAIVA company management guideline, Chapter 15: Customer Satisfaction Assessment.

### 8.2.2 Internal Audit

TRAIVA s.r.o. conducts regular internal audits of the quality management system. Planning and managing internal audits, including record-keeping, are done in accordance with TRAIVA company management guideline, Chapter 14: Internal Audits.

### 8.2.3 Process Monitoring and Measurement

TRAIVA also monitors and measures key and selected processes. This activity, along with the analysis of collected data, is regulated in TRAIVA company management guideline, Chapters 18: Data Measurement and Analysis and 15: Customer Satisfaction Assessment.


### 8.2.4 Product Monitoring and Measurement

All products within TRAIVA s.r.o. are monitored, and staff follow the guidelines set in TRAIVA company management directive chapters:

- 05: Sales Process
- 06: Software Development Process
- 07: Development and Manufacturing of Safety Products
- 08: Provision of Occupational Health and Safety and Fire Protection Services
- 18: Data Measurement and Analysis Guidelines
- 19: Logistics and Warehousing Guidelines

## 8.3 Control of Non-Conforming Product

Non-conforming products, i.e., products that do not meet specified requirements, are managed in a way that allows for identification and rectification of nonconformities, as described in Chapter 13: Control of Non-Conforming Product and Complaints, and corrective actions for eliminating the causes of identified nonconformities, as outlined in Chapter 16: Control of Corrective and Preventive Actions.

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## 8.4 Data Analysis

TRAIVA has a defined process for data analysis based on measurement outputs, monitoring, and customer satisfaction assessment. These activities are regulated in Chapter 18: Data Measurement and Analysis, and Chapter 15: Customer Satisfaction Assessment.

## 8.5 Improvement

### 8.5.1 Continuous Improvement

TRAIVA s.r.o. strives for continuous improvement of its processes and products. This effort is supported by the quality management system, which, through setting appropriate quality policies and corresponding quality objectives, provides a framework for ongoing performance improvement. All components, including management review through internal audits, data analysis, corrective actions, and preventive measures, form a feedback loop for possible corrections to policies and quality objectives to achieve continuous enhancement of company results and the efficiency of the quality management system. The process of continuous improvement is described in Chapter 18: Data Measurement and Analysis.

The main driver of continuous improvement is the employee reward system, which encourages meaningful changes to the quality system and is detailed in Chapter 27: Employee Rewards. All employees are authorized to propose improvement suggestions, which are reviewed and serve as sources of information and incentives needed to manage and enhance individual processes and products. All improvement-related information is discussed in regular meetings. Other significant sources of improvement include outputs from monitoring, analysis, and quality management system review.

### 8.5.2 Corrective Actions


TRAIVA s.r.o. has established a procedure for implementing actions to eliminate identified nonconformities and prevent their recurrence. This procedure is detailed in Chapter 16: Control of Corrective and Preventive Actions.

### 8.5.3 Preventive Actions

TRAIVA s.r.o. has a procedure for identifying potential nonconformities, possible threats, and improvement opportunities. Some of the most important procedures include:

- Employee motivation, described in Chapter 27: Employee Rewards.
- Quality management system, as described in this manual.

Preventive actions are created based on the identification of information found. These procedures are detailed in Chapter 16: Control of Corrective and Preventive Actions.

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## 9. QUALITY MANUAL ADMINISTRATION

### 9.1 Responsibility for Administration

The Quality Manual has been approved by all departments. The PMJ is responsible for administering the Quality Manual. The company director reviews the Quality Manual, and it is approved by the company executive. The PMJ reviews the Quality Manual at least once a year for the currency of the information described.

### 9.2 Quality Manual Changes

Any employee may propose a change to the manual through the department head listed in the distribution section, para. 4.3. The department head records the change and submits the proposal to the PMJ, who ensures its processing, review, and subsequent steps.

Changes resulting from revisions or modifications to the quality system are made by replacing the entire chapter with approved prints with an incremented revision number. The modified text is highlighted with a gray background. Chapter replacement is conducted by the PMJ, who also updates Chapter 1, the Table of Contents, with the new information.

The Quality Manual may be provided as an uncontrolled document to customers or other organizations only with the approval of the company director. For customer information, copies are marked with a red "Z" in the upper right corner of each page.

## 10. Conclusion

The fundamental goal of the above-mentioned intentions and procedures is to achieve a permanently satisfied customer. The quality management system is thus seen as a tool for achieving this goal and as a means for the continuous improvement of activities within TRAIVA s.r.o. To achieve functionality, effectiveness, and efficiency of the system, the company management, as initiators of these efforts, place special emphasis on each employee understanding and adopting the policy principles associated with it. The quality of products and services delivered to customers depends not only on skilled employees with well-defined responsibilities in their job descriptions but also on the quality of products provided by suppliers. Therefore, TRAIVA s.r.o. places high demands on the quality of all services, with the understanding that only the synergy of all elements of the system can lead to long-term success.

This document serves as a concise summary of all TRAIVA s.r.o.'s efforts related to quality and, through it, to the customer. The company commits to adhering to the above and to continuing efforts for permanent improvement.



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