

QUALITY OBJECTIVES 2017

A – The objectives related to customer				
	Objective	Target value	Responsible for monitoring	Evaluation
1	Request processing within 5 working days	90%	Sales department	Monthly
2	Reduction of external complaint % related to revenues	1,8%	Sales department + Quality department	Monthly



E – The objectives related to environment				
	Objective	Target value	Responsible for monitoring	Evaluation
1	To sponsor building of 2 playgrounds.	20 000,- EUR	Financial department	By 9/2017
2	Installing a new dust particle separator	1 separator for production hall 2	Technical department	By 11/2017

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CEO

Prague, March 2017