

## POLITIKA KVALITETE

TŽV Gredelj d.o.o. kao član Tatravagónka grupe usmjeren je na proizvodnju i popravak željezničkih tračničkih vozila te se obvezuje na kontinuirano poboljšanje vlastitih procesa, proizvoda i usluga, kao i podizanje kvalitete i produktivnosti.

Zadovoljstvo kupca nam je iznimno važno zbog čega:

1. Predano istražujemo svaku mogućnost kako bismo postigli očekivanja naših kupaca. Svjesni smo njihovih potreba, zahtjeva i prijedloga, te smo posvećeni njihovom ispunjenju.
2. Uprava i vodstvo tvrtke se obvezuje stvoriti uvjete za postizanje zahtjeva kupaca i trajno poboljšavati učinkovitost uspostavljenih sustava upravljanja kvalitetom.
3. Prepoznavamo da je procesni pristup način da se ispune i zadovolje zahtjevi naših kupaca.
4. Procjenom rizika i prilika doprinosimo kontinuiranim poboljšanjima u svim segmentima upravljanja.
5. Stremimo usvajanju novih znanja kako bi se uspješnije prilagodili željama kupaca i unaprijedili tehnologiju i procese rada.
6. Održavamo transparentne i partnerske odnose sa našim dobavljačima.
7. Razvijamo i održavamo procese koji doprinose radu na siguran način uz maksimalnu zaštitu okoliša.
8. Razvijamo korporativnu kulturu da osiguramo pozitivno okruženje i uspješan timski rad.
9. Na zahtjev kupaca, nudimo proizvode i usluge u skladu s programom kvalitete koji zadovoljava zahtjeve osiguranja kvalitete prema 10CFR50 dodatak B, 10CFR21, ANSI N45.2-1977 i ISO 9001.

Uz navedeno, Uprava podržava sve aktivnosti koje dovode do poboljšanja svih segmenata i procesa tvrtke jer želimo biti najbolji u onome što radimo.


Ova politika kvalitete objavljena je na internoj mreži tvrtke na adresi  
<https://tzvgredelj.sharepoint.com/sites/IMSISO>

Zagreb, 07.02.2025.  
(Place and Date)

  
**Peter Dajko**  
(Član uprave)

  
**Juraj Hudáč**  
(Član uprave)

  
**Ivan Petriček**  
(Predsjednik uprave)

  
**Viera Urbanská**  
(Član uprave)

  
**Vladimír Grbec**  
(Član uprave)



## QUALITY POLICY

TŽV Gredelj d.o.o., as a member of the Tatravagónka group, is focused on the production and repair of railway rolling stock and committed to continuously improving our processes, products, and services, as well as enhancing quality and productivity. Customer satisfaction is very important to us, which is why:

1. We explore every effort to meet customer expectations. We are aware of our customers' expectations, requirements, and suggestions, and we are dedicated to their fulfillment.
2. The management and leadership of the company commit to creating conditions for meeting customer requirements and continually improving the effectiveness of established quality management systems.
3. We recognize that a process approach is a way to meet and satisfy the requirements of our customers.
4. By assessing risks and opportunities, we contribute to continuous improvements in all management segments.
5. We strive to adopt new competencies and skills to better adapt to customer desires and enhance technology and work processes.
6. We maintain transparent and partnership-based relationships with our suppliers.
7. We develop and maintain processes that contribute to working in a safe manner with maximum environmental protection.
8. By raising our corporate culture we want to ensure positive working environment and successful team work.
9. At the request of customers, we offer products and services in accordance with a quality program that meets the quality assurance requirements of 10CFR50 Appendix B, 10CFR21, ANSI N45.2-1977, and ISO 9001.

In addition to the above, the Management supports all activities that lead to improvements in all segments and processes of the company because we aim to be the best in our line of work.

This quality policy has been published on the company's internal network at the following address: <https://tzvgredelj.sharepoint.com/sites/IMSISO>

**Zagreb, 07.02.2025.**  
(Place and Date)

**Peter Dajko**  
(Board member)

**Juraj Hudáč**  
(Board member)

**Ivan Petriček**  
(President of the management board)

**Viera Urbanská**  
(Board member)

**Vladimir Grbec**  
(Board member)

