



DEFECTO TEST

QUALITY POLICY OF DEFECTO-TEST Ltd.

The quality policy of the company Defecto-test Ltd Varna is associated with the application of international and European standards to achieve the satisfaction and trust of its clients, recognition of the results of monitoring by specialized national and international institutions, attracting new customers. This policy is based on the following principles:

- A. Metrology and unity of measurements based on the use of standardized methods for the control and use of metrological checked and calibrated equipment;
- B. Conduct internal audits of the management system and the underlying control activities;
- C. Periodic review and update of the set main and additional goals to be achieved with the implementation of quality policy.

The management of Defecto-test Ltd Varna declares that the authority control is prioritized the following objectives:

- 1.1. Ensuring the authenticity of the checks laid down in standards and other normative-technical documentation quality indicators.
- 1.2. Maintenance and expansion of customer confidence in the results of the monitoring authority;
- 1.3. Expanding the oversight activity of the body;
- 1.4. Extension of the control methods.
- 2. Additional objectives of the quality policy are:
 - 2.1. Optimizing time and resources for administrative control of the quality of activities;
 - 2.2. Education of staff of the company in a sense of responsibility in carrying out its activities;
 - 2.3. Implementation and development of habits of self-control of quality of work;

The implementation of the objectives is achieved on the basis of:

- Customization of tasks and responsibilities;
- Preventive action
- Preventing mistakes and timely corrective action in their establishment;
- Immediate and effective communication with customers to identify their requirements, determining their real needs, providing necessary information;
- Acceptance of orders (applications), which inspection body has the necessary expertise, technical capabilities, qualifications, experience and credentials.
- Continuous improvement of internal organization and activities;
- Efficiency in the execution of tasks, not taking enforcement orders (applications) that would undermine objectivity of the results or the quality of the tasks performed;
- Professional secrecy on all the information concerning the activities of the customer, in terms and conditions set by him;
- The conditions under which accreditation has been granted and the obligations arising therefrom.

Guarantee the applications of the quality policy are:

- 1. The resources - qualified and motivated staff, available equipment.
- 2. Practice - taking into account the evaluations of customers and with current regulatory and technical documents.
- 3. Effective operational management system.

A basic principle in the work of Defecto-test Ltd Varna is to provide high quality of control activities by implementing a unified management system, which is described in the following documents:

- Quality Manual;
- Internal rules;
- Procedures;
- Forms;
- Methodologies and instructions.