

UAB VERTIMO NAMAI	QUALITY MANUAL		
	QM	Date: 07-03-2016	

## UAB VERTIMO NAMAI QUALITY POLICY

**UAB VERTIMO NAMAI** is on a **MISSION** to continuously improve the quality of translation and interpretation services, to fulfil its obligations in a timely manner and meet its customers' demands and expectations. *Quality improvement is enabled by an integrated quality management system which complies with the requirements set forth in ISO 9001:2005 and 17100:2015.*

**UAB VERTIMO NAMAI** aims to be a renowned and competitive enterprise in the Lithuanian translation and interpretation service market. *We are a team of qualified specialists who are able to adapt to ever changing life and business conditions in an expedient manner.*

UAB Vertimo Namai makes every effort to provide its customers with top quality services. The company devotes special attention to confidentiality of customer information and translation/interpretation quality. For this reason, the company's main priorities are as follows: consistently high quality services and total confidentiality of customer information. To this end, all company employees endeavour to improve the quality of their work on all levels.

This policy will be implemented in line with the pursued goals and in accordance with the following principles:

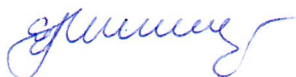
- quality work in all areas of business performed by the company;
- focus on strengthening communication with customers;
- aim for uniqueness and exclusivity in the translation/interpretation service industry;
- increase of sales volumes in a targeted manner;
- information of subcontractors and suppliers with regard to the requirements of the quality management system for translation/interpretation services;
- continuous employee development, improvement of internal communications , promoting effective teamwork;
- steady improvement of the quality management system in compliance with the requirements of the international standards ISO 9001 and 17100 as well as an increase in effectiveness.

UAB Vertimo Namai management commits to:

- uniting all company employees to focus on implementation of the quality policy, explaining its provisions to relevant stakeholders, engaging business partners in the policy performance;
- allocating sufficient resources to pursue corporate aims and implementing the quality policy;
- providing conditions for continuous employee improvement and upgrading of their skills;
- urging individual responsibility of employees for service quality and deliverables according to their title and area of competence;
- maintaining and promoting good relationships and effective interaction among employees of all levels, promoting employee enthusiasm and suggestions;
- ensuring appropriateness and relevance of the quality policy, reviewing the policy and the goals and objectives stated therein on an annual basis.

The company quality policy is presented and familiar to all employees of UAB Vertimo Namai. It is available to all stakeholders. All employees of UAB Vertimo Namai put every effort into meeting the provisions of the quality policy in their work.

Director



Eglė Lenkutienė

Date of approval: 7 March 2016

