

QUALITY POLICY

„ACTION SPÓŁKA AKCYJNA”

The Management Board of ACTION S.A. (“the Company”) hereby enacts this Quality Policy that defines the responsibility of the top management for the implementation of all quality activities in the Company.

The Quality Policy arises from the long-term development strategy of the Company.

Every employee of the Company is acquainted with the Quality Policy and committed to applying its principles.

In our effort to maintain a strong position on the market among the suppliers of ITC products, household appliances, consumer electronics and maintenance services, as well as manufacturers of computers, consumables, lighting equipment, we are guided by the overarching principle: to ensure full customer satisfaction.

We aim to achieve that desired objective by:

- fostering the belief that every employee is responsible for ensuring quality;
- recognising, analysing and meeting customers’ needs and expectations in full;
- identifying, planning and managing all processes and regularly evaluating their effectiveness and profitability;
- clearly defining the responsibilities and competences of all employees;
- using only materials and products sourced from proven suppliers;
- implementing modern technologies and innovative solutions;
- creating conditions conducive to continuously enhancing our employees’ qualifications; and
- ensuring the resources necessary for the implementation of the Quality Policy.

The Company’s success is guaranteed by the implemented quality management system compliant with the PN-EN ISO 9001:2015 standard as well as continuous improvement.



CEO & President of the Board

Piotr Bieliński