

QUALITY POLICY


GeneralCom Ltd. is aiming to further increase its market share in the service sector much to its clients content in the area of construction of mobile telecommunication facilities, designing of such facilities, installation and set up of radio technological device and the establishment of microwave connections by fulfilling the requirements of telecommunication companies.

GeneralCom Ltd. aims to be a long-term employer of its employees and partner of its suppliers, and remain a flexible business being able to adapt to its costumers' needs and new challenges.

The following guidelines play an important role in the company's continuous activity:

1. The company sets up and operates a system that is adequate to standard MSZ EN ISO 9001:2001 and takes into account the recommendations of standards MSZ EN ISO 9004:2001.
2. Recognising clients changing requirements and fulfilling their expectations on a high level is considered a basic role by the management.
3. Resources, assets, processes, methods and the efficiency of procedures are subject of continuous improvement.
4. Colleagues must have a market and quality oriented thinking which is helped by continuous training and education.
5. In the course of service activities used raw material, tools and human resources must meet high quality requirements.
6. Keeping the norms of ethics and having good relationship with clients is important.
7. It is at especial importance that the services serve the complete satisfaction of the clients and that their quality meets or rather exceeds competitors' standards.
8. Management assumes an obligation to create specifications and an environment which ensures a constant advance for colleagues and unfolds creativity.

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