



QUALITY POLICY

Our success criterion is our customer satisfaction

TATRA, a.s. is an important producer of heavy duty trucks, whose history goes back more than a hundred and fifty years, and whose make has been connected in the long term with tradition, reliability and quality. The company regard as their basic obligation to supply the market with safe and reliable products, which meet the obligatory technical and legal regulations. Quality is the basic precondition for fulfilling the company's aims, principal values and developmental intentions. Systematic care about the environment is part of our business strategy, activities and plans. A medium-term target is to introduce and apply the system of environmental management. From a long-term point of view we promote the vision of satisfying, at the maximum possible degree, the needs and expectations of all interested parties, i.e. customers, shareholders, employees, suppliers and the company, and we aim to become the best within our trade industry in creating values for customers and shareholders. To fulfill this vision, we apply the following aims and principles:

In relation to customers:

- supply products, which, thanks to their technical solution, quality, reliability, high standard of supplied services as well as the offered product range, will satisfy the customers' expectations, and make sure the products are delivered in agreed due dates;
- pay extraordinary attention to satisfying customer demand for special variants of civilian and military vehicles, which are used for defense purposes, especially in regard to the Army of the Czech Republic and the NATO allied armies;
- ensure high level and accessibility of after-sales services;
- maintain quality business partner relations and encourage mutual reliance, which shall result in maximal satisfaction of business partners.

In relation to shareholders:

- ensure long-term growth based on extending the customer base, including penetrating new territories and gaining new contacts;
- ensure long-term prosperity through effective management of financial resources vital for the company operations;
- increase return of invested capital;
- create better conditions for cost optimization, as well as reduction in the low-quality production costs;
- lead employees to maximum economy and frugality when handling the entrusted sources and property.

In relation to employees:

- create friendly and motivating working environment, encourage all employees' creativity and spirit of enterprise in the process of conti-

- nuous improvement and search for economical adjustments;
- support education and training of every employee;
- create quality working environment;
- require responsibility for assigned work plans and required performance, supported by objective and quantifiable motivation;
- educate employees to adopt professional behavior.

In relation to our suppliers:

- prefer competitive suppliers of high-quality products, which meet the requirements of our quality management;
- keep exerting objective pressure on prices, quality, deadlines and services to increase the company reliability;
- cultivate partner relationships based upon open communication;
- create equal competitive environment for the existing and potential suppliers.

Company management system:

- consistently exercise and constantly improve and increase the efficiency of the management system as a tool of steering the company to reach the aims and targets;
- permanently develop and increase the quality of all processes and procedures in the company with the aim of ensuring the business success.

Commitment of the company's management:

- Board of Directors as well as the company managers set an example to all employees in improving the quality system;

- create relationships based upon ethical principles, honesty, trust and co-operation amongst all co-workers;
- create and provide adequate resources for the effective function of the quality system;
- create safe working environment;
- increase the quality management system awareness amongst employees, develop their knowledge and skills necessary to ensure the desired quality through training and other activities leading to increase employees' qualifications and individual skills.

The company management expects from the employees:

- active approach in looking for and submitting ideas, which would lead to constant improvement of the quality of products, processes and other activities of the company;
- active knowledge of the quality system documentation, and consistent and rigorous observance of the procedures set by the documentation;
- responsibility for one's own work quality, lying in prevention of errors and in checking the results of one's own work;
- team work and active co-operation towards meeting the company targets.

Kopřivnice, September 2008

Ronald A. Adams

Chairman of Board of Directors
and Chief Executive Officer

Miroslav Křížek

TATRA EXPORT Executive

Kamil Žabenský

Management
Representative for Quality