Quality policy

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History

All	Creation	01/01/2026
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1. Subject

1.1 Purpose

The purpose of this procedure is to show the leadership and commitment of top management through the organization's quality policy.

1.2 Scope

The quality policy applies to all departments of our organization. The relevant internal and external issues for the QMS and actions to address risks identified and improvements opportunities found are taken into account.

1.3 Glossary

QMS – quality management system

2. Responsibility

The director has the authority to write and update this procedure. He is responsible for its implementation.

3. Documents

3.1 Procedures

Quality objectives
Context of the organization

4. Requirements of the ISO 9001: 2026 standard

§ 5.1.1 a) Ensuring that the quality policy and quality objectives are established and are compatible with the strategic direction of the organization.

§ 5.2.1 Establish a quality policy (top management).

§ 5.2.2 The quality policy is:

- available as documented information
- communicated
- available to stakeholders
- implemented, understood and applied

5. Development

5.1 Context

Top management takes into account external and internal issues that could influence the purpose and the strategic direction of the organization such as:

- changes in regulations

- increased competition
- new market requirements
- new expectations of stakeholders

More details in the Context of the organization procedure.

5.2 The vision of top management on quality

With the quality policy top management defines the goals to be achieved and provides the framework for quality objectives. More details in the Quality Objectives procedure.

5.3 Top management commitment

The level and nature of top management commitment to develop and support the quality approach are shown in the guidance of the quality policy such as:

- support staff in its desire to grow
- increase satisfaction of stakeholders
- identify opportunities for continual improvement and innovation
- improve the overall performance
- eliminate waste
- develop competences
- meet applicable requirements

5.4 Communication

The quality policy is communicated internally and is made available to any stakeholder.