QUALITY MANAGEMENT POLICY

The basic principle of the DAILYTRANSLATE policy concerning quality is focused on the client; thus, by fully answering to his expectations and requirements and by providing continuously improved, quality services, we will make ourselves known in our industry.

The management undertakes to ensure the establishment, implementation and maintenance of the Quality Management System in conformity with the provisions of ISO 9001:2015 "Quality Management Systems - Requirements" and ISO 17100:2015 – “Translation services. Requirements for translation services” norms. Through this commitment were declared the intention and decision to apply responsibly these Systems, using the transparency and the efficiency necessary to ensure the administrative and organizational framework, including human, material and financial resources.

It is mandatory for the entire DAILYTRANSLATE personnel to know and apply the provisions in the quality management system documents, to adopt a dynamic attitude with emphasis on increased client satisfaction, constant activity improvement and meeting the quality objectives.

The organization management undertakes to review annually:

- the knowledge and understanding of the quality policy and objectives, the progress and their adequacy;
- the attained results;
- the availability of the resources needed for the continuous improvement of the effectiveness and the efficiency of the quality management system;
- the degree of fulfillment of the clients' requirements, as well as the legal and regulatory ones.

The quality objectives can be found in the specific objectives set and transmitted by the Administrator to the process managers. The process managers are required to monitor the achievement of the quality objectives specific to each process.

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MANAGER
Vlad Garabagiu

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Anexa 2 /MC- 01