

THE PURPOSE AND CONTEXT OF THE ORGANISATION

TAKECARS s.r.o. is an express courier service providing delivery of consignments, valuable letters, documents, parcels with a number of other services in Prague, the Czech Republic and around the world, as well as a company providing receiving, storage and transport of medical devices.

The company's management accepts responsibility for the effectiveness of the quality management system and the quality of medical devices and has established and fulfils the following policy principles:

RELATION TO THE CUSTOMER AND STAKEHOLDERS

- Strong customer focus. The aim of all the company's activities is always to meet all the requirements and expectations of the customer for transport, courier, delivery services and a satisfied customer.
- Ensuring service throughout the product lifecycle, minimizing non-conformities and effectively resolving non-conformities to satisfy customers and stakeholders in the medical device industry.
- Knowledge of customer needs, requirements and preferences. Competence, reliability, flexibility of the services provided and continuous optimization of communication channels based on customer needs.

IN RELATION TO THE MARKET, RESOURCES, SUPPLIERS AND EXTERNAL PROVIDERS

- Building the company's reputation.
- Achieving a significant position on the Czech market among comparable competitors.
- Compliance with applicable legal requirements of the Czech Republic and the EU and all other relevant binding requirements of interested parties.
- Providing the necessary support for the effective functioning of the company's activities and processes.
- Optimal provision and use of all necessary resources, current procedures, quality of infrastructure and working environment with a focus on the quality of medical devices.
- Provision of resources required for management systems.
- Cooperation only with reliable and high-quality external providers capable of delivering according to the needs and specifications of the company.
- Building relationships on the basis of profitable and long-term cooperation using mutually beneficial solutions.

IN RELATION TO EMPLOYEES

- All employees are aware of the management system and know their responsibilities, tasks, position and roles in the system.
- Competent employees, their quality and responsible work is a guarantee of the company's success.
- Employees train, educate, improve and develop their performance.

IN RELATION TO THE QUALITY MANAGEMENT SYSTEM AND CONTINUOUS IMPROVEMENT

- Ensuring the integration of system requirements into the company's processes.
- Promoting the use of a process approach, risk consideration, and risk assessment.
- The importance of effective management and compliance with the requirements of management systems.
- Ensuring that the quality management system achieves the intended results.
- Engaging, directing, supporting people and roles to contribute to the effectiveness of the management system and promoting continuous improvement.
- Conducting audits, evaluating audit results, taking effective corrective actions and implementing them in a timely manner.
- Management's commitment to continuous improvement of management systems.

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Michal Anýž
CEO

TAKECARS s.r.o.



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