

QUALITY POLICY STATEMENT

Teknik Trading is dedicated to achieving customer satisfaction through our commitment to providing reliable products and services on time; in compliance with export regulations and continually striving to improve our quality system.

We expect every employee share this dedication to quality and strive in maintaining and improving quality by following these principles:

Customer Satisfaction - We will provide customer with products and services according to their requirements and constantly strive to improve customer experience

Regulatory Compliance - We will comply with regulatory requirements and maintain or improve the effectiveness of quality management system.

Improvement - We will continuously improve the effectiveness of the business processes and pursue efforts to continuously improve quality.

Reliable / Competent Suppliers - We will maintain and review vendor performance in order to prevent order discrepancies, and delays, and constantly strive for improvement

Visibility and Traceability - We will provide the necessary information to ensure that the history from sales to delivery can be traced for both staff and customers.

Responsibility and Authority

It is the responsibility of the Director of Teknik Trading and management teams to ensure the communication, understanding and implementation of this policy by providing the necessary processes, procedures resources and training to ensure that all employees are engaged and empowered to deliver an excellent execution.

It is the responsibility of all employees to voice concerns regarding the ability to meet customer requirements and expectations in order to comply with all of the Quality management system.

Review

The Director of Teknik Trading will review the Quality Policy as necessary to ensure its continued applicability and effectiveness.

Luis Alonso Rincon
Director of Teknik Trading