












## QUALITY POLICY STATEMENT

ADING AD sets its Quality Policy in order to ensure that the products delivered and the services rendered meet the expressed and realistic demands of the customers, as well as the legal requirements, standards and other acts in force.

ADING's orientation and objective is to become and remain a leader not only on the Macedonian market, but also on the market of South-East Europe, and to be competitive worldwide in terms of providing quality services and products for the construction sector:

 admixtures for concrete and mortar, grouting and sealing products, concrete repair products, industrial and sports flooring, joint sealants, waterproofing products, protective coatings, fire protection materials, building adhesives, levelling compounds, decorative coatings and mortars and building products.

ADING fulfils this objective by implementing and continuously improving the QMS in compliance with the requirements of the ISO 9001:2008 Standard which includes:

-  Establishment and management of the processes which contribute towards satisfying the desires and needs of the customers; quality products delivered within the agreed deadlines; implementation of measures to increase customer satisfaction, as well as efficient handling of complaints in order to win their trust;
-  Leadership role achieved by the management by creating an environment which encourages the partners to meet the targets that have been set;
-  Active participation of employees in the development, planning, implementation and evaluation of all the activities in the processes of delivery of the products and services;
-  Establishment and management of the processes and resources necessary for implementation, maintenance and continuous improvement of the QMS;
-  Continuous improvement of the quality of the products and services;
-  Application and implementation of the prescribed legal requirements, standards and other acts which are in force;
-  Decision-making based on the collected and analysed data in accordance with the requirements of the Quality Management System;
-  Establishing partnership relations with suppliers who are selected by their ability to meet the established Quality Management System requirements regularly;
-  Continuous modernisation of the equipment and information systems and staff training according to their professional competences, knowledge and experience by providing ongoing training on all levels;
-  The Quality Policy Statement is made public and available to all employees and to the general public.

Senior management is responsible for periodically revisiting the current Quality Policy and its consistent implementation and realisation by involving all employees.

Skopje, 01/02/2010

President of the Board of Directors and  
Managing Director of ADING AD

  
Blagoja Donchev, BSc Civil Engineering