

## **VISION**

DAF Trucks CZ, s.r.o. is a subsidiary of the Dutch producer of utility vehicles. We belong among the market leaders both in the Czech Republic and Slovakia. We keep strengthening our market role. Despite we already provide full-scope support to the DAF dealers' network, our goal is to further widen our service while increasing its quality.

Being a representative of the respected trademark of DAF is an obligation to us as well as a solid base on which we build our future.

We follow and maintain the management system compliant with the requirements of ISO 9001:2015 and ISO 14001:2015. Through our system we strive to comply with the Quality and Environmental Policy of DAF Trucks N.V. European network. We continuously increase its effectiveness.

Primarily the people can be found behind the success of our company. We rely on professionalism of our employees and we believe in the common values of our work.



## **QUALITY WORK WITH REGARD TO THE ENVIRONMENT**

We create our reputation. The way our customers refer to us and whether they will return to us – it is our success criteria.

We intend to work with highest level of professionalism and effort to achieve the set targets. Successful support of the dealers' network is our primary target. Our management system is based on the contemporary trends of the corporation management.

We want to be a reliable partner not only for the dealers but for every end-customer.

We are committed to the permanent fulfillment of relevant requirements and binding obligations.

Environmental care is a social responsibility of the company and thus for everyone in our organization.

We are committed to environmental protection and pollution prevention.

## **ATTITUDE**

We provide our service with all the respect and professionalism; we honor the contractual rules and good manners. We are honest, transparent and comprehensible when dealing our business.

We use the assets economically, both of our company and of the others.

We respect the environment and health protections as much as possible.

We evolve continuously in accordance with development of our service quality. The management system is a key to successfully achieve our targets.



## **SATISFIED CUSTOMERS**

We are willing to be a long-term and respectable partner and a counselor to each and every of our customers; respecting his individual and distinctive needs.

We listen to wishes and needs both of the dealers and end-customers; we consider their satisfaction as the priority creating our good reputation.

## **OUR PEOPLE**

We have a trust to our people. We believe in consistent, well-educated, professional team sharing the common corporate values. We are systematically being educated and trained. The partnership between the company and the employees enables professional and personal development of all team members.

We set our goals together; all employees are provided with resources to achieve those targets. Investments to an education and professional growth are considered as determining and strategic.



## **PARTNERS**

Cooperation with the partnership companies is a necessity in our industry. We understand the value of our trademark and respect the history being behind the evolution of all well-respected trademarks. We prefer long-term business relationships based on mutual faith. We honor the agreed rules and perform our activities in a full compliance with the ruling legislation framework and other respective requirements.

We believe in teamwork. The external and internal communication level as well as the ability to make effective decisions is the key to our success.

The company management commits itself to provide and plan the necessary resources to support the above-described strategy. Fulfilling of the short-term vision is to be incorporated into particular targets of the quality managements system. Quality Policy is mandatory to all of our employees and we will monitor the targets delivering regularly. We commit ourselves to continuous improvement of the effectiveness of all elements of the quality management system.