



# „CITO COMPANY” OOD

## Quality Policy

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**With competitive conditions, “Cito Company” OOD establishes a Quality System, based upon economic effectiveness.**

**Our goal is to create a professional work approach in relation to the Good Distribution Practice.**

Our **Quality Policy** includes:

- Provide our clients with accuracy and excellence – satisfying their requirements and exceeding their expectations
- Improvement of management by utilizing the Quality System, in relation to ISO 9001: 2015
- Integrating mechanisms for identification of risk, with the goals of taking control over potential dangers and predicting their initial causes
- Wholesale of pharmaceutical goods, medical appliances, dermatocosmetics, food supplements, sanitary materials, by strictly following the law of the Republic of Bulgaria and the European Union
- Deepening the positive relationships with product and service providers
- Improving the qualifications of our employees
- Fully engaging our employees with the Quality Policy and the goals of our organization, by stimulating motivation and individual skills
- Increasing of awareness in regards to expenses, by offering economic flexibility, while keeping the quality of the service intact
- Solid development with long-term growth, by creating value over the whole chain of deliveries

The management of “CITO COMPANY” OOD is responsible for:

- Distributing, explaining and implementing the Quality Policy
- Utilizing the objectives of quality
- Undertaking all necessary measures, so the set objectives and deadlines would be understood and achieved
- The Quality Policy is subjugated to regular checks and revisions, in regards to the adaptive and competitive business environment.

The management of the organization has the responsibility of complying with the requirements, and continuous efficiency improvement, of Quality System.

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