



QUALITY POLICY

Version 1

of “SAM-Trade” LLP for 2021-2023

“SAM-Trade” LLP (hereinafter – the Company), realizing the Development of technical solutions of systems of heating, ventilation and air conditioning (HVAC), systems of guaranteed and uninterruptable power supply, direct current systems; delivery, supervising installation, installation, commissioning and start-up of sensitive conditioners, systems of heating, ventilation and air conditioning, diesel-generator units, sources of uninterruptable power supply, direct current power-plants, accumulator batteries, technological rooms for industry and IT & telecommunications, other accompanying products and expendable materials; increase of qualification of specialists of subcontracting organizations and partners, providing briefing on exploitation of equipment strives to maximal satisfaction of the needs of clients on the base of constant improvement of the quality of the rendered services, optimization and development of business processes.

Complying with the requirements of the legislation of the Republic of Kazakhstan, the requirements of branch normative documents and partners’ agreements, the Company realizes its strategy, using management in accordance with the requirements of the international standard ISO 9001, and intends to:

- Be constantly aimed at increase of quality of the executed works;
- Widen the range of the rendered services and nomenclature of the supplied equipment;
- Provide quick and flexible reaction on the customers’ requirements and expectations;
- Increase business qualification and professional level of the staff which is the main value and motivating force of the company;
- Always execute the taken obligations;
- Develop partners’ relationships with plants-manufacturers of the equipment and subcontracting organizations;
- Have open and honest relationships with clients, partners, suppliers, the state and the employees of the company;
- Keep and multiply the personnel potential of the company;
- Exchange experience and knowledge with the contractors and clients of the Company;
- Constantly improve management processes.

To realize the intentions in the quality sphere the Company takes up the obligations to:

- Constantly improve management processes through implementation of organizational and technical measures promoting improvement of performance indicators of the processes of management system;
- Improve methods of the information exchange with the clients of the company services for the fullest satisfaction of their demands and expectations;
- Study and implement new technologies of processes management in all directions of the activity, implement flexible approach to the execution of the clients’ individual requirements;
- Process risks and realize opportunities for increase of the wished effect from the company’s activity;
- Increase of competitiveness by increase of customer’s value of services;
- Keep the image of a reliable and prospective partner;
- Choose and provide interactions only with reliable outside suppliers of products and services;
- Realize corresponding administrative, organizational, methodical and technical support and control of the executed works, made not only with own forces, but also by forces of the involved contractors;
- Keep high professional level of the staff.

The management of “SAM-Trade” LLP guarantees that the Quality Policy will be explained and outlined at all organizational levels of the Company and necessary resources will be given for realization of the present Policy. The Company expects that each employee will keep to this Policy in everyday taking of decisions and execution of own processes.

General Director

“22” October 2020



Kadyrbayeva S.A.

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Прецизионные кондиционеры



Источники Бесперебойного Питания



Дизель-генераторы



Электропитающие установки



Системы охлаждения



Аккумуляторные батареи