



QUALITY POLICY



Keeping the leadership traditions in the production and delivery of electric equipment and related services to the biggest Russian and foreign companies Electroshield Samara is committed to maintain and continuously improve the management system and its effectiveness following the principles:

- Provide outstanding solutions, products and services.
- Comply with legal and corporate requirements, meet the requirements and expectations of customers and partners.
- Communicate with customers proactively and transparently.
- Respond professionally and promptly to all comments and wishes of the customers.
- Develop autonomy, competence and accountability of people.
- We plan, control and relentlessly improve our activity with business process excellence tools and methodologies.
- Encourage initiative and support the efforts of our people to improve the existing processes.

**We strive
to produce reliable,
safe and usable
products**

**We develop
an exemplary
customer-centric
culture**

**We empower
and train
our people
to make
no compromise
on quality**



*The ultimate measure of quality
is customer satisfaction.*

President

Vladimir SHATUNIN

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