



SCHEMBERA

Consulting ZT

QUALITY POLICY

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1.0	2024-09-09	Director, employees and interested parties.

Referenced documents

Document number	Name	Link
ISO 9001	Quality management systems	

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1 Introduction

Schembera Consulting ZT is a company specialized in engineering activities and technical consultancy (NACE 7112) with experience in planning and project management in the field of railway infrastructure.

We commit ourselves to implementing complicated and challenging projects to the satisfaction of our clients in terms of efficiency, safety and environmental protection.

2 Key Commitments

- **Customer Focus:** We commit to understanding and meeting the needs and expectations of customers by delivering high-quality and up-to-date railway design solutions. Schembera Consulting ZT consistently provides services that meet customer and applicable statutory and regulatory requirements and enhance customer satisfaction.
- **Compliance with Legal and Regulatory Requirements:** We ensure to respect all applicable standards, laws and guidance relevant to railway design in the strictest way.
- **Effective Communication:** We commit to clear and transparent communication both internally and externally, to ensure alignment and understanding of quality expectations.
- **Leadership and Commitment:** Communicate the importance of effective quality management and engaging, directing and supporting persons to contribute to the effectiveness of the quality management system.
- **Risk-Based Thinking:** We apply risk-based thinking to identify and mitigate potential risks and opportunities.
- **Annual Quality Management Review:** We conduct an annual meeting to review our quality management performance, evaluate the degree of customer satisfaction, the performance and effectiveness of the quality management system, the effectiveness of actions taken to address risks and opportunities and the need for improvements to the quality management system.
- **Continuous Improvement:** We are committed to the continual improving our services to meet requirements as well as to address future needs and expectations.