

QUALITY POLICY

Our VISION is to become an organization, seeking for a leader's position and continuous enhancement of its performance, which would ensure complete safety of its services, respond to the customers' needs, apply an excellent mechanism for ensuring safety and gain full confidence of its customers.

Our MISSION is to provide high-quality and safe air navigation services to all users of the airspace of the Republic of Lithuania and the airspace delegated thereto.

The enterprise provides the air navigation services in conformity with the Republic of Lithuania's and international legislation, standards and recommended practices to ensure flight safety and aviation security.

The enterprise constantly improves the quality of its services, responding to the changing demands of the customers on time. This is achieved by implementing, maintaining and developing continually the quality management system in conformity with the ISO 9001:2008 requirements.

Performance of the enterprise is substantiated by earning sufficient revenue and by efficient use of the available resources.

The enterprise ensures high quality of purchasable products and guarantees careful selection of the external suppliers.

Our employees are regarded as the major factor in ensuring quality, therefore:

The management commits itself:

- ▶ To develop constantly the staff competence, to seek for improvement of awareness and training;
- ▶ To provide conditions for employees to work effectively and efficiently, to ensure social guarantees and to create the friendly atmosphere of mutual understanding;
- ▶ To appreciate the merits of the employees, their creative initiative and encourage them to seek for better results;
- ▶ To provide conditions for realizing ideas and proposals assessed in respect of their benefit.

The quality policy is well-known, comprehensible and being carried out at all levels of the enterprise:

- ▶ Heads of divisions commit themselves to set objectives, which reflect the quality-related aims of the enterprise, and seek to implement them;
- ▶ The employees make every effort to achieve conformity of their activities with the requirements of the quality policy of the enterprise;
- ▶ The quality policy and aims are regularly analysed, revised and adjusted to meet the present-day requirements.

Director General



Algimantas Raščius