



Quality policy

**Code
ΠΟΚ-01**


Version 03

Approved by
CEO,
Janus LLC
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Friday, April 11, 2014

Quality policy

**Limited Liability Company
Janus Translation Agency**

Effective from: Tuesday, April 22, 2014

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Janus Translation Company provides translation, layout, localization and linguistic consulting services.

When it comes to quality, our strategic goal is providing complete and high-quality solutions for linguistic tasks and widespread compliance with customer requirements as a means of elevating their trust and the foundation of our commercial success.

We refine key aspects of our performance to meet constantly rising requirements of our clients, and we consider the quality of our services to be one of the cornerstones of our success. This is why we have developed and introduced a quality management system based on ISO 9001:2008 standard requirements, and we consider the system to be an instrument of constant improvement to services and processes, and increased productivity and cost optimization.

To reach the main strategic goal, our staff works effectively and efficiently, in accordance with following principles.

1. Each manager is a leader in progressive quality improvement. The management of the company is responsible for high quality in every aspect of service. Each employee is personally responsible for their work thanks to clear prescription of roles, rights and responsibilities at every level and in every department of the company.
2. Quality of our work is our common goal. Every employee holds responsibility for his work, both before the client and before their peers. The high quality of our work is a matter of honor for every one of us. We constantly strive to improve and analyze the feedback about services we deliver.
3. A creative approach and highly advanced information environment guarantee quality of our services. The management constantly encourages creative initiatives related to translation process optimization and information technology infrastructure.
4. We deliver high quality services thanks to:
 - researching and forecasting demands of the translation and localization market;
 - systematic approach to management, and optimization of the main aspects of the management system; responsibility, competency, and communication;
 - utilization of leading technologies, internationally compliant quality assurance system, individual approach to every client and dedication to high quality for every project;
 - reinforcing partnerships with our clients;
 - introducing information technologies;
 - improvement of team members' independent performance;
 - integration of continuous training of management and quality assurance specialists.

Every employee of the company is bound by contract and honor to understand and to comply with this Policy. Every our employee is interested and morally and financially responsible for delivering high quality work.

The management of the company provides unification of company's goals and directions and is responsible for compliance with requirements and continuous improvement of the quality management system.

Chief Executive Officer, Janus Translation Agency

Konstantin Josseliani