



ROKADA GROUP

WE KNOW A WAY!

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QUALITY POLICY

The highest goal of the quality policy "Rokada" LLC is the provision of high-quality and competitive services in the field of business development and international transport logistics, as it is in accordance with the current legislation.

The tool in achieving this goal is a successfully implemented quality management system. Thanks to which the requirements, needs and expectations of consumers of the process are met by high-quality customs-brokerage and freight forwarding services, and the stable financial position of the company is ensured.

In order to achieve this goal, the management of "Rokada" LLC assumes the following obligations:

- **Follow the main principles of the company:** competence, customer orientation, professionalism, which are fundamental in relations with customers and between employees of the company. These principles are based on the priority of customer needs, the implementation of the best solutions, professionalism and reliability.
- **Provide efficient, reliable and secure solutions in the areas of supply chain management, transport logistics, maritime agency, warehousing services and customs clearance, by:**
 - development and implementation of optimal logistics patterns of movement and management of commodity flows from senders to recipients;
 - constant expansion and improvement the quality of provided services and fully meet the expectations of consumers;
 - regular analysis and assessment of customer satisfaction with the services offered;
 - building long-term partnerships with the clients on the basis of trust and mutual benefit;
- **Support the personal interest of each employee in the results of their work and create conditions that ensure quality and timely performance of work by:**
 - involvement of each employee in the process of continuous improvement of service quality;
 - continuous increase of qualification and competence of employees;
 - creating conditions for discovering the potential of employees.

Clear implementation of these commitments and the application of innovative methods of management contributes to the effective development of "Rokada" LLC and strengthen the business reputation in the market.



IF YOU HAVE ANY REQUESTS OR SUGGESTIONS REGARDING THE QUALITY OF OUR SERVICES, PLEASE SEND A MESSAGE TO: QUALITY@ROKADA.COM.UA. YOUR OPINION IS VERY IMPORTANT FOR US.