

Quality Policy

ECOM spol. s r.o. is a global supplier of scientific and laboratory equipment for liquid chromatography. The company was established in October 1991 and focuses on the research, development and production of scientific and laboratory devices for liquid chromatography. Our innovative research and development combined with our flexible approach enables us to rapidly react to customer needs and propose adapted products and solutions. ECOM's focus on high-quality products and professional services helps keep its customers fully satisfied.

To maintain our production range and as a commitment to all customers, suppliers and employees, we have defined the following strategic aims:

- Constantly increase the quality of all equipment produced
- Constantly shorten production times and increase productivity
- Supply the market with new, innovative equipment with a great price/performance ratio and rapid service response
- Make the company profitable, ensure sustainable development and increase turnover per employee
- Comply with and fully support ESG principles and the ethical code

The company's management commits to a Quality Policy based on the following principles:

In relation to customers

- Long-term customer satisfaction with our products and services
- Innovative capabilities that enable us to rapidly respond to new customer requirements
- Supply products with high quality in all areas

In relation to employees

- Pay great attention to the expert preparation of employees
- Encourage employees to feel more responsibility for their work
- Constantly improve the transparency and efficiency of work by all employees

In relation to suppliers

- Pay great attention to the selection of suppliers with regard to the quality of supplies
- Perfect our system for the timely purchasing of important parts with regard to costs and delivery times
- Constantly seek new, alternative suppliers to reduce dependency risk
- Perfect our system for evaluating the quality of supplied parts



Jan Fara
CEO