

QUALITY AND EVM OBJECTIVES FOR THE YEAR 2012

Director General Order number: 01 / 2012

To fulfill the quality and EVM policy I set the following objectives for 2012:

- Meet the estimated budgets of corporate sales and margins according to the global economy.
Responsible: Business Director; Evaluation: Monthly; Due: 31/12/2012
- Optimize the operating costs and maintain their percentage level compared to the company turnover at the level of the percentage ratio in 2011.
Responsible: Financial Director; Evaluation: Monthly; Due: 31/12/2012
- Double the number of customers served through the EOS.
Responsible: Business Director; Due: 31/12/2012
- Ensure the reduction of the goods claimed is under 0.24% of annual turnover by establishing permanent remedy measures based on the analysis of customer complaints and subsequent analysis of the causes in the production and at suppliers'.
Responsible: Quality Manager, Purchase Director; Evaluation: Monthly; Due: 31/12/2012
- Arrange the paving of the yard in order to improve customer service, company image and environmental influence.
Responsible: Process & Operation Manager; Evaluation: Annually; Due: 31/12/2012
- Arrange the reconstruction of the customer service department in order to improve customer service and company image.
Responsible: Process & Operation Manager; Evaluation: Annually; Due: 30/03/2012
- Keep the overall costs of distribution of goods in the Czech Republic at the level of 2011 through effective transport planning. Continuously reduce negative impact on the environment through better use of transport capacity. Incorporate the planned changes in process management (purchasing, production) in logistics operations.
Responsible: Head of Logistics; Evaluation: Monthly; Due: 31/12/2012
- Establish a uniform system for evaluating employees and its effective utilization in relation to the objectives of the company
Responsible: Head of Human Resources; Evaluation: Annually; Due: 30/06/2012
- Implement the capacity planning in production through the IS.
Responsible: Head of Production; Evaluation: Annually; Due: 31/12/2012
- Increase sales of compostable packaging by 100%.
Responsible: Business Director; Evaluation: Annually; Due: 31/12/2012

In Brno on 2nd of January 2012



Ing. Michal Hort
Director General