

# Translation agency Ad Gloriam

## Quality policy

2023

**Ad Gloriam provides a tailor-made service for each client, delivered by Ad Gloriam's qualified and competent professionals.**

Ad Gloriam is committed to continuously improving the quality of its translation services by improving the knowledge and skills of its employees, applying advanced technological solutions, maintaining a high level of organisational culture and ensuring ethical behaviour.

The translation agency Ad Gloriam has been awarded the ISO 17100:2015 certificate confirming its compliance with the requirements of the ISO standard for the management of translation services.

The company's translation services management system is based on the following principles:

1. To develop the company's quality management system; the translation service management system is a continuous process.
2. To ensure that the company's customers, employees and third parties are able to provide feedback and suggestions about the company.
3. To enable the company's employees to carry out their tasks competently and impeccably, and provide them with the opportunity to develop and improve their qualifications and professional skills.
4. To encourage and support the efforts of each employee by providing suggestions for improving the quality management system.
5. To continuously promote innovation and the development of advanced technologies in the company's activities.
6. To promote ethical, professional and close cooperation between the company's employees, and between the company and its customers, partners and third parties.