



AVTOVAZ management declares the quality policy to demonstrate its adherence to the principles of total quality management in production of vehicles, components and process tooling.

AVTOVAZ is the largest vehicle manufacturer in Russia and it produces vehicles under the brand of LADA and RENAULT-NISSAN-MITSUBISHI Alliance. AVTOVAZ takes commitment to:

- Comply with legal, environmental and safety government regulations;
- Meet customer requirements and expectations with products designed and/or produced by the company and related external manufacturing centers;
- Achieve the targeted profitability.

In order to support LADA sales on Russian market and to increase export AVTOVAZ strives to achieve the excellent level of quality, product attractiveness, meet requirements and expectations of customers and stakeholders including shareholders, partners and global community.

Achievement of our goals is based upon:

- Development of the company product portfolio aimed at big, growing and high potential market segments;
- Execution of new and derivative projects;
- Implementation of innovative methods in process development;
- Adherence to APW (Alliance Production Way) principles.

Key success principles:

- Employees are AVTOVAZ main value. Employees involvement in quality, performance and efficiency improvement is critical for company strategic goal achievement;
- Suppliers are important members of product design and manufacturing process. Our relations are built on the mutually beneficial cooperation and effective problem-solving principles of RENAULT-NISSAN-MITSUBISHI Alliance;
- Sales network represents the company in front of our customer. Sales & Aftersales quality is one of the main aspects of customer satisfaction and therefore it is crucial for LADA brand perception.

AVTOVAZ management accepts the responsibility for continuous improvement in realization of the following principles of the quality management system with the requirements of ISO 9001.

President

Yves Caracatzanis