



## EUROPEAN YOUTH CARD ASSOCIATION (EYCA)

### QUALITY POLICY

1. The main objective of the European Youth Card Association (EYCA) is to develop the concept and system of the EURO<26 youth cards in Europe by **supporting its member organisations in the promotion and operation of their EURO<26 youth cards** in their countries and regions, e.g. by providing information and services, and by providing and enforcing common operational and quality standards. The Association represents its members in European structures, organisations and institutions.
2. EYCA behaves in ways that represent the interest of all members whilst always seeking to **respect their individual identity** and autonomy. EYCA's activities are **transparent** to all members – decision-making is clearly communicated. The EYCA office supports effective working relationships between members, based on a **professional approach**. EYCA has as its aim to deliver what clients expect to be delivered in the most **effective way** possible.
3. EYCA commits to continuously **improve the quality of its services** and to fulfil the criteria of the Quality Management System as defined by ISO 9001:2008 norm.
4. The requests and assignments from our **clients** are an impulse for EYCA to amend and enhance its performance and procedures in delivering all its services and products.
5. Standards and rules regarding the development and maintenance of quality and general principles of operation for EYCA are described and defined in the 'EYCA Quality Standards', as adopted by the General Assembly. The 'EYCA Quality Standards' are an integrated and binding part of the regulations of the Association.
6. All operations and activities of EYCA are designed in a way that ensures discretion, protects sensitive client information (trade secrets) and guarantees data security.
7. To achieve its vision and mission, EYCA employs highly qualified staff and experts who have the skills and knowledge to deliver high-quality services and products to the Association's clients.

Bratislava, March 9, 2009

Marcel Hagmann  
EYCA Director