

QUALITY POLICY

The company's motto: Quality that's always at the top!

Republican Unitary Enterprise “National Airport Minsk” is the enterprise, whose activities are aimed at providing high quality services to airlines, passengers and other customers in the aviation sector, ensuring the safety and regularity of flights.

Mission: To provide safe and comfortable conditions that meet international standards for the delivery of passengers, cargo, and mail anywhere in the world

Strategic directions:

- Increase the competitiveness of the National Airport Minsk;
- Development of the Airport's transit potential;
- Improvement of quality and safety of the services provided;
- Development of aviation and non-aviation activities.

Directions in Policy implementation:

- Improvement of the processes related to customer service at the global level standards in the field of civil aviation through the use of modern technologies;
- Implementation of a risk management system aimed at preventing and/or reducing risks of the main operational activity of the enterprise;
- Implementation of the flexible tariff policy;
- Constant studying of the requirements of interested Parties, anticipation of their expectations in order to improve the quality of the provided services and introducing new types of services;
- Improvement of the airport infrastructure, technical equipment and information technologies to ensure the possibility of handling all types of aircraft;
- Continuous monitoring of internal and external factors affecting the achievement of goals;
- Involvement of employees in the process of continuous improvement of the quality of service through training and developing their competence level, improving working conditions, applying additional measures of labor motivation;
- Implementation of quality standards for the provision of services to airlines, passengers and others customers in the aviation industry.

Our commitments:

to our consumers:

- To ensure flight safety in accordance with international standards;
- To improve the quality of the provided services.

to our partners:

To strengthen mutual trust through the unconditional fulfillment of contractual obligations.

to the personnel:

To provide the best environment for capacity development by providing personnel with safe and decent working conditions.

Top Management, represented by the Managing Director, takes the responsibility for provision of the resources to ensure the effectiveness of the quality management system and its continuous improvement, and encourages the entire team to implement the Company's Policy in quality area.

Managing Director of RUE "National Airport Minsk" V. Kharaneka