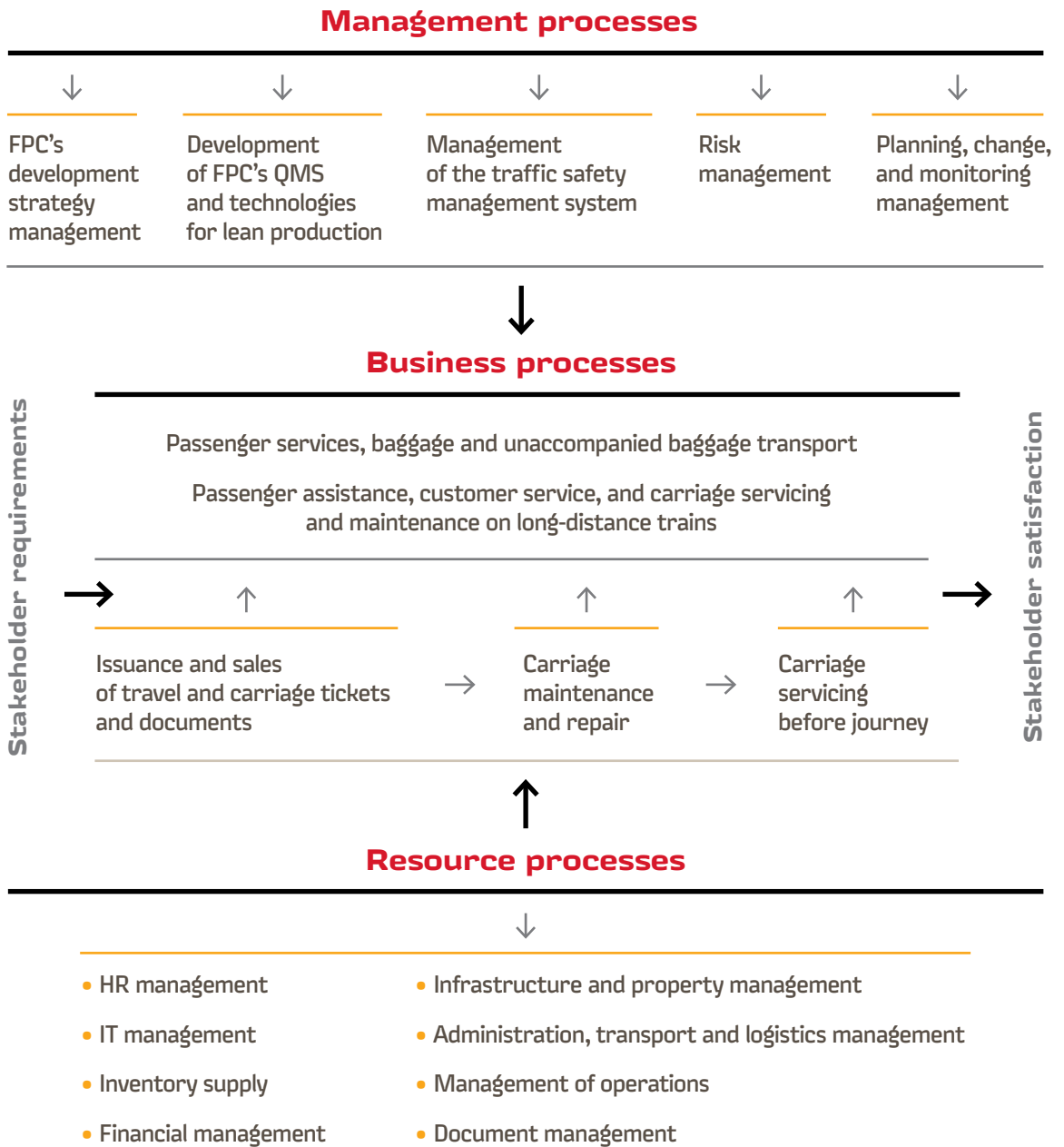


PROCESS APPROACH AND CUSTOMER FOCUS

Building and managing the interrelated processes of the corporate quality management system as a uniform system fosters the Company's operational efficiency and performance in goal achievement.

In 2018, FPC developed and approved a process model of its QMS, which is reflected in the Standard for Corporate Quality Management System – Quality Guide, FPC STO 1.011.1-4.

This model is based on GOST R ISO 9001-2015 Quality Management Systems – Requirements, which promotes more efficient management of the Company's processes while ensuring continuous improvement of service quality and maximum satisfaction of stakeholder requirements and expectations.



Company Profile

Development Strategy

Performance Overview

Corporate Governance

Sustainable Development

Appendices