



KÚPELE LÚČKY a.s., Lúčky

KÚPELE LÚČKY a.s., Lúčky belong to the oldest spas in Slovakia. Their history dates back to 1761, when the first spa building was built. Of course, the decisive factor for the complex spa therapeutics is a naturally warm, hypotonic, healing, natural, flavourous calcium-sulphate-carbonic, mineral water, with the temperature of 32°C.

Lúčky spas cure the illnesses of the moving apparatus; they have long history of curing the gynecologic hormonal distortions; they heal chronic fever of the female muliebrias, fertility distortions, gynecologic hormonal distortions, menstruation distortions, and aftermath of the gynecologic operations. Curing in spas is one of the most efficient healing methods. We focus also on the healing of the urologic diseases, metabolism distortions and distortions of the digestive system.

Vision

By the constant annual investment of € 165,000 in the quality of services provided, revenues will grow by 15% by 2020 compared to 2015

Policy of quality

The top management of the company is committed to fulfill all applicable requirements of ISO 9001: 2015. The management of the company is further aware of its responsibility for the quality of the services provided and according to ISO 9001: 2015 sets the company's quality policy:

- **To use the valuable natural healing springs and favorable spa environment enabling the successful healing of gynecological and digestive affections, metabolism malfunctions, aftermath of the oncology operations, and distortions of the moving apparatus.**
- **To provide favorable spa environment for the healing of all civilization diseases and the effective preventive recondition recreations.**
- **To promote systematically the option of using the spa care for the whole family.**
- **To behave to the clients with all politeness, without any privileges or discrimination.**
- **To attract clients with the focus on the promotion of the guaranteed professional spa care, pleasant and clean natural environment, easiness and goodwill of our personnel.**
- **To make our spa care more comfortable by providing the alimentation, accommodation and the additional services with the view of comfort and relax.**
- **To know the individual needs of each client and to meet them with individual approach. All the employees of the company participate on finding the customer's needs.**
- **To monitor continuously the contentment of the client with the provision of our ambulatory and spa care, with the quality of the accommodation and alimentation services.**
- **All the activities that influence the quality of our ambulatory and spa care, accommodation and alimentation have to be executed by the competent and qualified personnel. To increase continuously the qualification of the employees.**
- **Each employee of the company has to participate on the quality of our spa care, as well as all the other services.**
- **To conform the obligatory requirements of stakeholders.**
- **To create necessary financial and material resources to increase continuously the quality of the spa care, alimentation and accommodation.**
- **To improve the relations with the health insurance companies and professional medical public, and through that to ensure the growth of quality of our spa care.**
- **To follow the latest trends in the area of the spa care, accommodation and alimentation and to implement them in the conditions of our company.**
- **To innovate the structure of the healing procedures according to the latest trends, with the view on the comfort of our client and relaxing effect of the procedures.**
- **To buy the food-stuffs, medicines and medical material from the certified suppliers through the system of the quality management of the norm ISO 9001.**
- **To improve QMS continuously by the steady monitoring of the processes and adopting the necessary measures.**

In Lúčky, 16th May 2017

Ing. Mgr. Martin Beňuch
Director of the Company