

# *QUALITY AND ENVIRONMENT POLICY*

*The fulfillment of the customer's requirements and compliance with the competent standards in the production processes is of the utmost importance for the company „Metalac Sever“, so we carry out process management according to the established and prescribed procedures for each order.*

*The relationship with customers and suppliers is based and maintained on mutual trust, especially when it comes to delivery time, specifications and quality requirements.*

*We have confidence in self-responsibility of our employees. Mission of the owners is to encourage positive development of employees because only satisfied employees ensure the success of “Metalac Sever” in the long run.*

*The training of staff inside and outside the company will be carried out permanently with the goal of raising the quality in the execution of their tasks, together with the promotion of the significance of improving the quality and environmental system.*

*In order to constantly increase the quality of products, we will develop new technical as well as technological solutions and upon their adoption, accept them as standard solutions. We will systematically restore technical and technological documentation with new solutions.*

*Our quality and environmental system is appropriate for ISO 9001:2015 and 14001:2015 standards and we aim to meet all the requirements set by the standards permanently.*

*ISO 9001:2015 and ISO 14001:2015 standards require regular monitoring and evaluation of quality and environmental systems, both internally and externally, from an organization authorized for certification. Quality and environmental risk analyses will ensure continuous improvement of the system.*

*We will endeavour to preserve and defend the certificate in the following checks.*

*Internal checks - audits of quality and environment system will be carried out at least once a year. The results of the verification will be the basis for taking remedial and protective measures in the further development of the quality and environmental system for the next planning period.*

## **STRATEGIC GOALS OF THE COMPANY**

- *Achieving full customer satisfaction*
- *Competitive position in the market*
- *Constant compliance with environmental legislation*
- *Continuous awareness raising of employees in the field of environmental protection*
- *Continuous improvement of product quality*
- *Fulfillment of agreed deadlines*
- *Hiring, further education and retention of employees*
- *Maintenance of a positive public perception of the company “Metalac Sever”*

*Stjepan Sever*

*24.03.2022.*