



# QUALITY POLICY FOR METECH d.o.o.

## PURPOSE

At Metech d.o.o. our commitment to quality is paramount. This Quality Policy outlines our dedication to producing sheet metal products that consistently meet or exceed customer expectations, adhere to industry standards, and reflect our relentless pursuit of excellence.

Metech d.o.o. is committed to delivering sheet metal products of the highest quality to our customers. Our Quality Policy is based on the following principles:

### 1. Customer Satisfaction:

- We strive to understand and meet our customers' expectations through open communication and a thorough understanding of their requirements.
- In our commitment to quality, forging partnerships in design and development means accurately translating customer expectations and requirements into customer-specific instructions and specifications within our ERP system.
- Continuous improvement in our products and processes is our key to ensuring long-term customer satisfaction.

### 2. Compliance with Standards:

- We adhere strictly to all relevant industry standards, regulations and legal requirements in the manufacturing and delivery of sheet metal products.
- Our integrated quality management system is designed to comply with ISO 9001:2015; ISO 14001:2015; EN 15085-2 CL1 and EN ISO 3834-2 to ensure consistency.

### 3. Employee Involvement:

- Our employees are vital to our success and we encourage their active participation in maintaining and enhancing product quality.
- Regular training and development programs are implemented to keep our team informed about the latest industry trends, technologies, and quality standards.
- Create a culture of accountability, where individuals at all levels take responsibility for adhering to established quality standards by performing self-control using checklists and sampling.

### 4. Continuous Improvement:

- We are committed to a culture of continuous improvement. Through regular reviews and assessments, we identify areas for enhancement in our processes, products and customer service.
- Feedback from customers, suppliers and internal stakeholders is valued and used to drive positive change.

### 5. Supplier Collaboration:

- We collaborate closely with our suppliers to ensure the quality of raw materials and components used in our manufacturing processes.
- Regular audits and evaluations are conducted to assess and improve the performance of our suppliers.

### 6. Environmental commitment:

- We are committed to minimizing our environmental impact by adopting sustainable practices, reducing waste and employing eco-friendly manufacturing processes.

## RESPONSIBILITIES

To achieve the objectives outlined in this Quality Policy, the following responsibilities are assigned:

### 1. Management:

- The leadership team is responsible for establishing, implementing and maintaining the integrated quality management system.
- They will provide the necessary resources and support to ensure the effectiveness of the quality management system.
- It is the responsibility of management to embed quality throughout the organization, seamlessly embed it and integrate it into every process.

### 2. Employees:

- All employees are responsible for understanding and following the established quality processes and procedures.
- They are encouraged to actively participate in quality improvement initiatives and report any deviations or issues promptly.
- Each employee is responsible for ensuring quality at every step of the process, from handling to execution. Every team member must follow the latest specifications outlined in the ERP system. Additionally, each employee has the right to stop their activities if they find that they are not in compliance with either the overall or specific customer requirements.

### 3. Quality Assurance Team:

- The quality assurance team is responsible for monitoring and auditing processes to ensure compliance with quality standards.
- They will provide feedback, conduct root cause analyses, and recommend corrective actions as necessary.

### Communication:

This Quality Policy will be communicated to all employees, suppliers and stakeholders involved in our quality management system. It will be reviewed periodically to ensure its ongoing suitability and effectiveness.

Metech d.o.o. is committed to achieving and maintaining the highest standards of quality. Through continuous improvement and a focus on customer satisfaction, we aim to be a trusted partner for sheet metal solutions.

Smederevo, 18.3.2024.

General Manager  
Walter Knabe