

FerroČrtalič d. o. o.

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Quality Policy of FerroČrtalič d.o.o.

The quality policy has been developed by the top management of FerroČrtalič d.o.o., which is responsible for communicating, implementing, and successfully executing the integrated quality management system.

To successfully meet the demands and expectations of our customers and provide innovative solutions in surface treatment, we have established an integrated management system at FerroČrtalič d.o.o. that follows the guidelines of international ISO standards. This system is focused on delivering excellent solutions through controlled processes, high customer satisfaction, and meeting the highest environmental and health safety standards.

Through effective communication at all levels of the company, we ensure a clear understanding of the needs and requirements of our customers. Our main approach is to advise clients and suggest the most suitable and high-quality solutions for mutual benefit. The quality policy is communicated to all stakeholders through documented information in this manual, via the website, in the form of flyers on the walls of selected offices, and presented to employees by the director in person.

We achieve this through continuous improvements, knowledge upgrades, and the use of the latest technologies in our production processes, as well as applying insights and methods in our business processes. We stay up to date with the latest technological trends and approaches in surface treatment, systematically integrating them into our solutions, with a focus on custom micro-forging solutions for the most demanding customers from the aviation and automotive industries.

The quality policy of FerroČrtalič d.o.o. is based on the following principles:

- Operate with excellence now and with a future-oriented perspective, as successful results enable the growth of both the company and its employees.
- Act in accordance with customer requirements and applicable legal requirements.
- Collaborate in a partnership manner with our customers, companies within our marketing network, and suppliers to establish high quality standards that ensure environmentally and user-friendly solutions.
- With a process-oriented approach, ensure the achievement of quality objectives by continuously monitoring results through performance indicators and, if necessary, using the PDCA (Plan-Do-Check-Act) method to define and implement the necessary measures for improving process performance and business results.
- Ensure excellence in execution at all stages and phases of work.
- Follow the concept of continuous improvement in the effectiveness of the integrated quality management system through measurement and controlled monitoring.

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- Operate based on principles of resource efficiency, making the best use of our resources to successfully achieve the results and objectives of the quality management system.
- Act according to environmental protection principles and comply with legal provisions.
- Ensure the safety and health of employees, collaborators, subcontractors, and others who come into contact with our work.
- Through regular training and education, raise awareness among employees and all contractual collaborators about the importance of implementing safety measures at work.
- Identify and address opportunities for improvement by controlled monitoring, measurement, and analysis, adopting and implementing preventive measures (PM) to manage risks or corrective measures (CM) in cases of deviations from desired behavior or from achieving quality results and objectives.
- Systematically monitor business processes in terms of associated risks and opportunities, promptly identify them, and systematically adopt and implement measures to manage their impact on the company's operations.
- Train and encourage employees to improve their competencies, aiming to foster responsibility for achieving quality results and objectives.
- Develop employees, encourage their personal growth with the goal of improving process performance and the company, and foster enthusiasm and motivation to create an atmosphere of good cooperation among all stakeholders.
- Develop and ensure the necessary resources for a quality, efficient, and competitive operating environment.

The adequacy and effectiveness of the quality policy's implementation are regularly reviewed during management reviews, which are typically conducted twice a year—at the end of the business year and at mid-year.



Mojca Črtalič, Director