

FerroČrtalič d.o.o. Quality Policy

The Quality Policy was laid down by the FerroČrtalič senior management, which is responsible for communicating and implementing the policy and for ensuring the successful implementation and adoption of the integrated quality management system.

To successfully meet our customers' requirements and expectations and to provide innovative surface treatment solutions, FerroČrtalič d.o.o. has adopted an integrated management system that is consistent with the guidelines of international ISO standards and is aimed at providing excellent solutions through the implementation of controlled processes, high level of customer satisfaction and ensuring compliance with the highest environmental and health and safety standards.

We ensure a clear understanding of our customers' needs and requirements through effective communication at all levels within the company. Our principal approach is to advise clients on the most appropriate and best-quality solutions to our mutual benefit. The Quality Policy is communicated to all our stakeholders through the information documented in these rules of procedure, through our website, by means of leaflets displayed in select offices; it is introduced to the employees by the company director by means of a live presentation.

We achieve this through continuous improvements, knowledge expansion, and the use of state-of-the-art technologies in our production processes and the most recent developments and methods in our business processes. We keep abreast of the latest technological trends and approaches in the field of surface treatment by systematically incorporating them into our solutions, with an emphasis on customized shot peening solutions for the most demanding customers from the aviation and automotive industries.

The FerroČrtalič Quality Policy is based on the following principles:

- To achieve excellence in what we do at present and with a view to the future, since successful results allow the company to grow and the employees to attain personal growth;
- To comply with customer requirements and applicable legal requirements;
- To work in partnership with our customers, companies within the marketing network and suppliers in order to establish high quality standards that help us deliver environment- and user-friendly solutions;
- To ensure the fulfilment of the set quality objectives through a process-based approach by continually monitoring results based on process performance indicators and, if required, by identifying and implementing through the PDCA method any measures necessary for improving the process performance and subsequently business performance as well;
- To ensure performance excellence across processes and work stages;

FerroČrtalič d. o. o.

Sela pri Dolenjskih Toplicah 47
8350 Dolenjske Toplice
Slovenia, Europe

Tel.: +386 (0)7 38 45 100

Fax: +386 (0)7 38 45 115

info@ferrocrtalic.com

www.ferroecoblast.com

FerroECOBlast®
EUROPE

since 1964

- To follow the principle of ongoing improvements in the efficiency of the integrated quality management system through metrics and controlled monitoring;
- To keep the work processes in line with the efficiency principles and make maximum use of in-house resources in achieving the results and fulfilling the objectives as defined by the quality management system;
- To act in accordance with environmental protection principles and to comply with legal provisions;
- To exercise due care in ensuring the occupational health and safety for employees, contractors, subcontractors and others who come into contact with our work;
- To raise awareness of the importance of complying with occupational health and safety measures through regular training and education of employees and all contractors;
- To identify and address opportunities for improvement through controlled monitoring, metrics and analytics, to adopt and implement preventive measures as part of risk management or corrective measures in case of deviations from the desired behavior or deviations in the achievement of quality results and fulfilment of quality objectives;
- To systematically monitor business processes in terms of associated risks and opportunities, to promptly identify them, and to systematically adopt and implement measures for reducing their impact on the company's operations;
- To provide training and encourage employees to expand their competences in order to accept responsibility for achieving quality results and fulfilling quality objectives;
- To provide development opportunities for employees, to promote their personal growth with the aim of improving process performance and performance of the company and fostering – with commitment and motivation – an atmosphere of mutual cooperation between all stakeholders;
- To develop and make available the necessary resources for a quality, efficient and competitive working environment.

The implementation of the Quality Policy is reviewed in terms of suitability and effectiveness on a periodic basis through management reviews, which are carried out twice a year – at fiscal year-end and at half-year.

Mojca Andolšek

Mojca Andolšek, Director