

MANAGEMENT SYSTEMS POLICY

1. Customer satisfaction is the basic principle and priority aspect of all participants in the business process of ELPRO KRIŽNIČ d.o.o.
2. We ensure the quality of our products and services at all levels by consistently respecting the accepted criteria and standards, paying particular attention to the area of safety.
3. By analyzing and managing relevant data and information resulting from monitoring and measurement, WE MANAGE RISKS for product compliance, customer satisfaction, successful implementation of the quality management system and *environmental management, for compliance obligations and for successful planning.*
4. We identify and select opportunities for CONTINUOUS IMPROVEMENT of products and services to meet requirements and address future needs and expectations, and thus the suitability, adequacy and effectiveness of the entire quality management system.
5. The basis for MEASURING COMPANY'S PERFORMANCE is the measurable goals (financial and *environmental controlling*) that we achieve in our work.
6. We strive for optimal product quality, which satisfies our customers and fulfills their expectations, while at the same time ensuring the success and efficiency of our own business process. *We strive for the most efficient use of energy and the best possible use of raw materials and other materials.*
7. *We protect the environment and prevent pollution, fulfill compliance obligations and constantly improve the effect of environmental management.*
8. We try to achieve the set goals to the maximum extent possible, monitor them, introduce improvements, eliminate inconsistencies and thus achieve constant growth in the quality of both products and services, as well as company's operations.
9. We achieve the required quality through the necessary education, training and motivation of all employees, as well as appropriate remuneration for work performed based on the results achieved.
10. We carry out work according to the principle - QUALITY THE FIRST TIME AND EVERY TIME
11. Company's management determines our company's policy and the goals arising from it, which are monitored with the annual business plan, the process managers determine their goals and indicators for their monitoring in their areas of responsibility based on this policy.
12. Each employee is responsible for the quality performance of his/her work and tasks. He/she is qualified for this, has the necessary knowledge and additional instructions or requirements regarding the execution of the work.
13. To ensure the effectiveness and efficiency of the quality management and environmental management system, the management carries out annual management reviews of its operation and adopts the annual program and plan of internal audits for monitoring and continuous improvement of individual processes.
14. The policy and objectives of quality management and *environmental management* systems are reported and understood within the company. The policy is available to the interested parties as appropriate. I expect cooperation from all our colleagues, as we will only achieve the set goals together.