

QUALITY POLICY

The fundamental goal of CORTECROS d.o.o. is the production and delivery of quality products in compliance with the appropriate internal and national norms and regulations related to product quality.

The basic goals of our quality policy are:

- ❖ continual improvement of product quality;
- ❖ efficient use of resources;
- ❖ continuous development and improvement of all processes in the company
- ❖ adapting to market requirements and monitoring customer satisfaction and expectations
- ❖ continuous business cooperation with our suppliers
- ❖ systematic approach to quality management and constant improvement of the efficiency of the quality management system
- ❖ social security and worker satisfaction
- ❖ preservation of the environment through the prevention and reduction of negative impacts on the environment

All processes and activities that can affect the quality of the product and the implementation of the quality policy must be systematically planned, carried out under controlled conditions, and their effect evaluated for the purpose of improving quality and preserving the environment. The implementation of these activities should ensure the achievement of the following goals:

- ❖ permanent assurance of product compliance with agreed customer requirements
- ❖ permanent assurance of compliance with legal and other applicable regulations
- ❖ reduction of scrap, repairs and other forms of losses
- ❖ reduction of complaints and objections from customers and other interested parties
- ❖ enforcing the agreed delivery dates
- ❖ increasing sales and conquering new markets

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General Manager

