

# QUALITY POLICY FOR METECH d.o.o



## PURPOSE

At Metech d.o.o., our commitment to quality is paramount. This Quality Policy highlights our dedication to manufacturing sheet metal products that consistently meet or exceed customer expectations, comply with industry standards, and reflect our active pursuit of quality. Metech d.o.o. is dedicated to delivering the highest quality sheet metal products to our customers. Our Quality Policy is based on the following principles:

### 1. Customer Satisfaction:

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

### 2. Compliance with Standards:

- We strictly adhere to all relevant industry standards, regulations, and legal requirements in the production 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 improving product quality.
- Regular training and development programs are conducted to keep our team informed about the latest industry trends, technologies, and quality standards.
- Foster a culture of accountability, where individuals at all levels take responsibility for adhering to established quality standards through self-control.

### 4. Continuous Improvement:

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

### 5. Supplier Collaboration:

- We work 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 supplier performance.

### 6. Commitment to the Environment:

- We are committed to minimizing our environmental impact by adopting sustainable practices, reducing waste, and using environmentally friendly manufacturing processes.
- The organization's management recognizes and considers the impacts and risks that climate change may have on business processes and outcomes, within the framework of the quality and environmental management system, with the goal of strengthening resilience and long-term sustainability.

## 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.
- Management's responsibility is to embed quality throughout the organization, integrating it seamlessly into every process.

### 2. Employee:

- All employees are responsible for understanding and following established quality processes and procedures.
- They are encouraged to actively participate in quality improvement initiatives and promptly report any deviations or issues.
- Each employee is responsible for ensuring quality at every stage of the process, from handling to execution. Each team member must follow the latest specifications provided in the ERP system. Additionally, every employee has the right to stop their activities if they determine they do not comply with general 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 analysis, 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 periodically reviewed to ensure its continued relevance and effectiveness. Metech d.o.o. is committed to achieving and maintaining the highest quality standards. Through continuous improvement and a focus on customer satisfaction, our goal is to be a reliable partner for sheet metal solutions.

Smederevo, 25.08.2025

General director  
Patrick Van Meensel