

REVI - QUALITY POLICY 2018/2019 (extract from the Quality Manual)

What is quality?

A quality product can be defined as a product that meets the customer's demands and expectations.

What is a product?

A product is as much as a tangible physical product itself as well as all events and occurrences connected to it (price, meeting deadlines for delivery, adequacy of packaging, customer support, training, information, warranty services etc.). Our main objective and guideline is our customer's satisfaction.

Who are the interested parties and what are their expectations?

- Customers expect flawless products, delivered in adequate packaging, within the valid delivery time, in the quantity ordered.
- Leadership expects the fulfilment of directives of the employees as well as quick feedback regarding problems and questions that may arise during production. The leadership expects payments from customers within the valid payment periods.
- Employees expect regular payment of wages, provision of resources needed for conducting their work, a suitable and safe working environment as well as support from the leadership when it comes to questions and uncertainties.
- Suppliers expect a check of the delivered goods, information about possible errors and complaints that may occur as well as regular and timely payment of the goods and services.
- Carriers expect information regarding possible errors at delivery or damage of goods during transport as well as timely payments of their services.

The Quality Policy is an integral part of our company's philosophy which forms the basis of our organisation. Our main objective is our customer's satisfaction – in other words, to ensure quality.

We are aware that our potential lies in the hands of our employees who ensure, together with the leadership, the proper manufacturing of our products. Continuous training and further education as well as identification with our company's objectives are essential parts of our philosophy.

To maintain a high standard of our products, tools and machines of high quality are needed. These must be inspected and maintained regularly.

In the spirit of continual improvement, we encourage all our employees to fill out the "Form for suggested improvements" for ideas about improving current problems or to improve the quality of our products and services. The form can be found at the entrance of our facilities near the information board and can be dropped into a designated mailbox right beside.

Overall, we understand that achieving and maintaining a high level of quality is a dynamic process. Our problem-solving process as well as the satisfaction of our customers must be checked and assessed regularly. It is for this reason why we demand that our employees consider the documented quality management system as well as the instructions within, so that we can achieve and maintain a high level of quality of our products through continual improvement.

As an organisation we are committed to fulfil all legal requirements of the Republic of Slovenia as well as the requirements of EN ISO 9001:2015.