

## **QUALITY MANAGEMENT POLICIES**

*The strategic goal of the company OLEUMFLEX d.o.o. is to achieve the leading position and highest quality product manufacturer of flexible hydraulic and industrial installations on the Croatian market by establishing and advancing the quality system in accordance with the ISO 9001:2015 standard starting from the customers' requirements and expectations, where we have a three-year tradition. Our business strategy is based on the following principles:*

**A team approach** by which we achieve more efficient use of the company's resources, optimize operating costs, increase efficiency and profitability, provide greater motivation and satisfaction of employee, all of which improve the company's position on the increasingly demanding market and makes the company's future safer.

**Continuous improvement and betterment of the system** is a lasting process which includes the entire organization and all functions in the company, which is possible only with the participation of every employee in accordance with his function and duties according to the ISO 9001 standard.

**Encouraging excellent interpersonal relationships**, motivation, efficiency, creativity, initiative and responsibility of all employees and especially focus on customer demands.

**Continuous training and education of our personnel** have our special attention because the employees are the company's most valuable resource.

**Preventive activities** – we encourage preventing errors in all processes as well as compliance with laws, regulations and standards as it is the best way to constantly improve quality.

**Interested parties** – looking after needs and expectations of interested parties

*Based on the belief that quality is a strategic task and responsibility of the Board, the Board shall determine and publish current annual quality objectives which will be measurable and achievable, with a commitment to achieve those objectives made by all employees, and primarily the Board itself.*

Zagreb, 06 June 2018.