

# POLICY OF INTEGRATED MANAGEMENT SYSTEM



Determined to become regional leaders in production of complex mechatronic assemblies, guided by our mission to completely satisfy the needs of our customers and employees, as well as to bring our company to the level of technologically superior and profit oriented business systems, **SCGM d.o.o.** compels itself to maintain and continually improve the established Quality system management in accordance with SRPS ISO 9001:2015 standard.

## **Our Quality Policy is defined and strongly driven by the following principles:**

- Acknowledgment of our customers requirements, understanding and, adjustment of their needs and expectations with those of our suppliers, employees, shareholders and, society, striving to satisfy all interested parties.
- Development of partnerships with our suppliers, which have been chosen based on strict criteria concerning the quality of materials and services, and assuming the lowest negative impact on the environment and work conditions.
- Continuous work on education and training of employees on each level, raising their awareness of responsibility, importance and, impact of their activities on the process and environmental preservation, as well as at their motivation for successful, efficient and safe work.
- Analytical approach to business management, planning and managing processes as parts of the integrated system combined in a way that provides the achievement of goals at a minimum cost, optimal use of resources, with a minimal negative impact on environment and health and safety of all employees and all other present parties at **"SCGM" doo.**
- Systematic risk management through identifying, assessment and control, related to all processes and products, as well as recognizing opportunities for achievement of established goals and improvement of desired effects.
- Tracking and adjustment of activities according to actual law regulations and other requirements relevant to the quality and safety of our processes, environmental protection as well as health and safety at work.
- Commitment to improving environmental protection in order to prevent pollution, preserve natural resources, reduce the impact on air, water, land and waste generation and optimal energy use.
- High level of health and safety at work in order to eliminate danger and reduce risks, promote the health of employees and hired workers and eliminate bad impact on environment.
- Managing participation and consultation of employees in the field of health and safety at work in order to improve awareness and raise the level of safety of the work environment.
- Continuous improvement of product and process quality, in accordance with the best techniques and practices for the purpose of sustainable success and continuous improvement of our Integrated Management System.

Application and improvement of the management system is the responsibility of each supervisor in every sector and on all management levels.

Using these guiding principles, all employees are responsible for the accomplishment of assigned tasks, in the best possible manner, and in accordance with the system management documentation, providing the feedback.

Kragujevac  
June 2020.

**CEO**  
Sandra Cadjenovic