

## QUALITY POLICY SCGM d.o.o.

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 customer requirements, understanding and adjustment of their needs and expectations with those of our suppliers, employees, shareholders and society, striving to satisfy all interested parties.
- Identification and prevention of potential customer discontent, instant and efficient reacting upon each complaint or misunderstanding.
- Development of partnership 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 environment.
- Continuous work on education and training of employees on each level, rising 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 integrated system combined in a way that provides the goal achievements at minimum cost, optimal use of resources, with 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.
- Decision making based on logical and intuitive analysis of collected data, using precisely measured characteristics of products, processes and systems whenever possible.
- Identification and implementation of procedures to improve efficiency regarding the consumption of materials and use of resources, reducing or eliminating contaminated substances, preventing pollution and strictly controlling waste disposal.
- Ongoing monitoring and adjustment of activities in order to comply with applicable legislation and other requirements, relevant for quality and safety of our processes, environmental protection and health and safety risks at work.

Application and improvement of management system is responsibility of each supervisor in all sectors 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  
February 2018.

**CEO**  
Sandra Cadjenovic