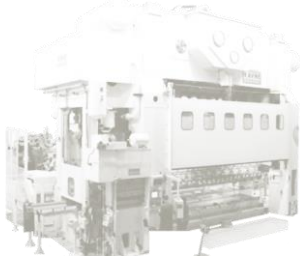


## QUALITY POLICY

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➤ **CONCEPT AND PRINCIPLES** - We want to be and stay an important provider of technologically demanding («custom made») turnkey presses and equipment under the trademark RAVNE PRESSES.

- We offer our customers products with solutions, with which they can be competitive in producing products for their customers. For our products we offer all after-sales activities (service, spare parts) during their lifetime.
- We produce presses on the basis of specific customer demands. In the field of functional and geometrical abilities we strive to produce our presses with the highest quality class. Compared to our competition we provide greater stiffness of presses.



- All employees of RAVNE PRESSES d.o.o. strive to implement the principle of self-examination with individual responsibility.
- We operate in accordance with the standards of quality management and company management. We upgrade these standards so we are always able to satisfy our customers, owners and employees through our work.

- By transferring feedback from customers, we continually upgrade our own knowledge for further growth of the company.
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➤ **AWARENESS** - We are aware that the experience, skills, satisfaction and innovation of employees is the key in meeting high expectations of all participants in the process, therefore:

- we strive to provide our employees with optimal conditions for personal development through work and education,
- with appropriate motivation of mutual cooperation (team work) we constantly improve the results of our business and meet the growing expectations of customers,
- all employees are aware of the importance of early detection and reporting of possible errors in the process or on products, thereby we are reducing unnecessary costs;
- we take care of a clean working environment and we control the emissions into the environment,
- we have a responsible attitude toward safety at work, which is the commitment of every employee,
- we build partnerships with our suppliers.



➤ **IMPLEMENTATION** - We are changing and improving the course of work, as well as the information flows in the company, so that they remain flexible enough to meet the customer's expectations.



- In order to achieve complete customer satisfaction with our products and services, we meet their growing expectations.
- We regularly define the authorizations and responsibilities that are in line with the expectations and qualifications of individuals.
- In the event of deviations from the quality objectives, we accept and comply with the appropriate measures.

Implementation of activities towards optimal and quality solutions for the customer is a fundamental guideline for our company.