



## QUALITY POLICY

The company PMP "MIKRON-METALNO" DOO Lukavac is a company that deals with MACHINE METAL PROCESSING and includes the following services: metal-milling, metal-turning, metal-grinding and welding and stamping services.

### GOAL AND MISSION

Our mission is to provide complete solutions in the field of metal machining, using our knowledge, impeccable planning, together with the highest level of quality and precision, defined by the needs and satisfaction of our customers. Guided by excellence, vision and customer relations, we strive to follow the most modern and high-tech trends in the industry.

The quality of services provided by PMP "MIKRON-METALNO" DOO Lukavac, as well as customer satisfaction is the primary interest of our company. We strive to be the best in providing service to our customers, namely:

- Always be available to their clients, meeting their requirements and expectations;
- Always conduct business activities in accordance with relevant laws and standards;
- Continuously maintain and improve the competence, awareness and motivation of employees as well as full commitment to the client;
- Set and achieve ambitious, measurable and achievable goals at all levels within the organization;
- Communicate openly with partners and other stakeholders and maintain mutually beneficial partnerships;
- Maintain and continually improve its services, processes, and overall management system, using its policies and objectives, customer feedback, monitoring and measuring service and process characteristics, and overall business results.

By complying with legal regulations and the Quality Management System in line with the requirements of EU standards, it enables users to be completely satisfied.

The company's quality policy is available to all interested parties.

**Lukavac, 04.09.2019.**

**Managing Director**

Handwritten signature of the Managing Director.