

QUALITY POLICY

MBS Metallbau d.o.o. (Ltd.) aims to be a leading manufacturer of steel structures for industrial and commercial purposes, to provide the customer with high quality service and meet his needs and expectations as quickly as possible. As a young company that started production just at the beginning of 2021, we have a desire to present ourselves to the domestic and foreign market in the best light and gain customers who will become our long-term partners. Accordingly, we decide to harmonize our activities with the requirements of ISO 9001:2015.

As our advantage we see the high level of expertise of the Austrian owner who has over 22 years of experience as an independent entrepreneur and over 35 years of experience in metal working and metal processing. By organizing a rational and efficient production that will ensure the development of the company, we want to achieve high satisfaction of the owner and justify his investment.

The purpose of the management system is to constantly improve the company's business, so all employees are familiar with the quality policy and they are invited to give their contribution and maximum in achieving its goals, and this can only be achieved through joint efforts and daily teamwork.

Establishing, maintaining and constantly improving the quality management system we're achieving through:

- customer satisfaction: The customer is the heart of all processes and customer satisfaction and long-term cooperation are what we strive for. Therefore, we guarantee for quality products and compliance with all agreed deadlines, as well as good business cooperation;
- motivation of employees: Informing, educating and raising the awareness of employees in order to act preventively, change habits and get involved in the company's efforts to improve the quality;
- obeying the law: Special attention is paid to fulfilling the requirements defined by the valid legal regulations of the Republic of Serbia.

The quality policy represents a frame for establishing and reviewing quality objectives. The company's management is committed to providing the necessary resources for the development of quality products and achieving the established quality policy and objectives. All employees have the obligation to perform their work tasks in accordance with this policy and established quality objectives.

In Cerovac,
18.05.2021

Director
Ettore Scheiflinger