

QUALITY POLICY

The quality policy represents a part of our Company's strategic documents and sets the framework for establishing and realizing quality objectives in accordance with the requirements of the ISO 9001:2015 standard.

Unipromet's quality policy is based on the following principles:

Commitment to customer satisfaction

We are dedicated to providing products and services that consistently meet or exceed customer expectations by embedding quality into every process and decision, with mandatory compliance with applicable customer requirements, regulatory requirements, and industry standard requirements. Through proactive communication and understanding of customer needs, we develop innovative solutions and implement continuous improvements in our processes to increase our customer satisfaction.

Quality culture

Our Company nurtures a culture of quality through the personal responsibility of every employee for quality and their active contribution to continuous improvement. Strong management support through leadership, personal example, and the development of awareness regarding the importance of operational excellence is an imperative. We encourage the competence, professionalism, and responsibility of employees and promote our values as the basis for building long-term and sustainable relationships with our suppliers and business partners.

Continuous improvement

Continuous improvement represents the foundation of long-term competitiveness and sustainability of our business, through the systematic improvement of processes, products, and performance of the Quality Management System. By applying a process approach, risk-based thinking, data analysis, and preventive activities, we improve the effectiveness, efficiency, process reliability, and overall value for the customer and the company.

Quality and sustainable development

We integrate quality into the principles of sustainable development through responsible resource management, adherence to ethical business principles, and minimizing the impact of our activities on the environment. We build the sustainable growth of the Company through compliance with regulatory requirements, the development of long-term business resilience, and the creation of value for customers, employees, partners, and the broader community.