

## QUALITY POLICY

The Quality System established and implemented by the Company is designed having as a final objective the application of total quality principles in all Company's activities.

The following objectives are used as a guide for developing and maintaining the Quality System:

- To continuously and fully meet all regulatory and other commitments relevant to the context of the organization;
- To manage activities and related resources as a process;
- To identify, understand and manage interrelated processes as a system;
- To use the Quality System as a basis for continual improvement of the Company's organizational and operational issues by investigating needs and expectations of the interested parties and by addressing threats and opportunities for the QMS;
- To improve quality and reduce the costs of products through advanced technology, design and development;
- To maintain the Company's good reputation by producing products of high quality standards, reflecting the requirements of the relevant standards as well as the prevailing legislation;
- To enhance the satisfaction of the Company's customers by effective communication and feedback on their requests and complaints.

The range of application of the Company's Quality System is extended to all factors contributing in the Company's activities (personnel, equipment, materials), including all of its providers aiming to form mutually beneficial relationships between them and the Company.

The Company's Management is committed to sustain the implementation of the Quality System by all possible means, based on the analysis of data and information, in a way that it can be followed by everyone and applied to the whole of the Company's activities.

The continuous improvement of the effectiveness of our organization, procedures and methods in all areas covered by the System are the ultimate goals of our Quality Policy.

The General Manager  
TITAN Cementara Kosjelic d.o.o

