

VIS S.A. QUALITY POLICY

VIS S.A. management promises that the technical, administration and human resources sectors, which directly influence the product and services quality, will be organized in such a manner so that all quality imperfections can be decreased or even extinct, but mostly be foreseen and prevented.

The Total Quality Management (TQM) system, which the company applies in the box plant, complies with ISO 9001:2008 standard, and aims to the maximization of corporate efficiency as well as the customers satisfaction.

The TQM system has two bilateral sides:

1. The company need and interest for the achievement and preservation of the desired Quality Level at the smallest possible cost. The realization of this quality aspect is connected to the designed and effective usage of human, material and technology resources, available to the company. Apart from the product quality control, for the achievement, preservation and continuous improvement of the company, a specific procedure is in place to measure and control all corporate main processes and activities.
2. The customer needs, expectations and rational demands. From the customer's point of view, his need to trust our company's efficiency to provide him with the desired quality level continuously has to be fulfilled immediately. For this reason, the customer's satisfaction measurement and monitoring has become a basic feature of the corporate TQM system.

VIS S.A. management calls upon all personnel to participate in this effort for total quality in all operational activity levels, personnel Health & Safety, environmental sensitiveness and public health, according to National & European legislation.

In order to achieve TQM system continuous improvement, VIS S.A. has incorporated measurable targets. These targets are monitored through the Quality committee and reviewed by the administration annually.