

## ROMCOLOR 2000 SA - Quality Policy

ROMCOLOR 2000 SA commits to design, produce and sell high quality competitive products which are in accordance with Romanian and European Legislation and satisfy our customers' demands.

For achieving our goal we:

- Designed, implemented, monitor and strive for continual improvement of Quality Management System performances
- Set-up SMART targets for all processes and providing adequate resources for fulfilling "zero claims" objective
- Maintain a close relation with our customers in order to understand their current/future needs and meet/strive to exceed their expectations and increasing their satisfaction
- Maintain a close relation with our suppliers for long term cooperation, developing common projects, mutual benefits and fast reply on market changes
- Encourage involvement of our employees at all level of organization for improvement and optimization of our products, processes and working environment
- Comply with all valid applicable legal requirements and other requirements set-up at Group level
- Maintain an open and transparent dialogue with our employees, authorities, stakeholders and other interested parties to report our performances

## ROMCOLOR 2000 SA - Politica referitoare la Calitate

Romcolor 2000 SA se angajeaza sa proiecteze, produca si sa vanda produse competitive si cu standard inalt de calitate, care sa fie in conformitate cu Legislatia Romaneasca si Europeana si sa satisfaca cerintele clientilor.

Pentru atingerea scopului propus compania:

- A proiectat, implementat, monitorizeaza si se ocupa de imbunatatirea continua a performantelor Sistemului de Management al Calitatii
- Stabileste obiective de tip SMART pentru toate procesele companiei si asigura resurse adecvate pentru indeplinirea obiectivului "zero reclamatii"
- Mentine o relatie apropiata fata de clienti pentru a intelege nevoile actuale si viitoare; indeplineste si se ocupa sa depaseasca asteptarile clientilor precum si cresterea satisfactiei acestora.
- Mentine o relatie apropiata fata de furnizori pentru o cooperare de lunga durata, dezvoltare de produse noi, beneficii pentru ambele parti si raspuns rapid la schimbarile din piata
- Incurajeaza implicarea angajatilor nostri la toate nivelurile organizatiei pentru imbunatatirea si optimizarea produselor, proceselor si a mediului de lucru
- Respecta toate cerintele legale aplicabile precum si alte cerinte stabilite la nivelul grupului
- Mentine un dialog transparent cu angajatii nostri, cu autoritatile, proprietarii si alte parti interesate in raportarea performantelor noastre

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Florin Tonescu  
Director General



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