

DOCUMENT	REVISION	DATE
QMS Manual – Appendix 1	3	25/07/2018
TITLE	Quality Policy	

QUALITY POLICY

The underlying rule of the Flexider Automotive Group Policy requires that a delivered product meets Customer's quality requirements.

The final objective of Flexider Poland is to achieve full Customer Satisfaction by striving towards "Zero Defects" and to ensure the proper quality of the product which shall:

- meet Customer requirements;
- meet internal requirements;
- comply with the requirements of legal provisions and regulations;
- be available at competitive prices;
- be delivered at cost enabling profit generation.

The Company has developed programmes for planning employee training, organizing task forces and implementing relevant changes to the structures, systems and appropriate tools. This makes all employees committed to the achievement of Company objectives.

The Company is organized in such a manner that all technical, administrative and human factors that have an impact on product quality are continuously under control to prevent bad quality.

Characteristics have been developed based on the above-mentioned programmes and meeting them translates into meeting Customer expectations. These are:

EXPECTED QUALITY

What the Customer is expecting

DESIGNED QUALITY

What we intend to offer and how we are going to do that

OFFERED QUALITY

What we actually offer

RECEIVED QUALITY

Customer opinion on what the Customer received

QUALITY AFTER COMPARISON

What our position on the market is

"Continuous Improvement" is and has always been the main objective of the organisation. It can be achieved only by applying new effective tools. The Company Top Management decided to apply the "Process Approach" which is our response to ever new market requirements.

The development and implementation of new Quality System Management methodologies makes it possible to know the Processes in-depth. This allows us to properly assess significant changes and manage them carefully.

Our Suppliers are part of our system and therefore they are being developed so as to work in accordance with our approach to quality, thereby meeting end Customer expectations.

Turin, 25 April 2018

President of the Management Board
Wojciech Liana

