

QUALITY POLICY

MISSION of URB SUCEAVA S.A. is to provide consistently quality products in accordance with customer requirements and expectations, to ensure continued growth in their satisfaction and also the economic efficiency, which is decisive for relevant stakeholders.

QUALITY is one of the main elements on which URB RULMENTI SUCEAVA S.A. builds its development strategy, each employee being responsible for quality.

CLIENT and its requirements are at the center of all our actions and increasing of customer satisfaction is our desideratum.

URB RULMENTI SUCEAVA S.A. has documented and implemented the requirements of ISO 9001: 2015 for the recertification of its QMS according to requirements of the new standard.

The COMMITMENT of General Director of URB RULMENTI SUCEAVA S.A. is to ensure:

- Functioning, developing and continuously improving of effectiveness of Quality Management System and its processes;
- Communicating the importance of meeting of customer requirements and expectations, complying with legal requirements and regulations and respecting the requirements of referential standard, within the Organization;
- Determining the context in which the organization acts and identifying the needs and expectations of relevant interested parties, in order to meet them;
- Establishing of Quality objectives, from which deriving the operational objectives of SMC processes;
- Determining the risks and opportunities with impact on the QMS and establishing the measures for treat them, as to achieve the intended results and to reduce the negative effects;
- Leading of the Management review, for evaluation of the effectiveness of implementation of QMS, Quality policy and Quality objectives, as well as processes performances, in order to assure their suitability and continuous improvement;
- Assuring the availability of material and human resources necessary to carry out the processes and activities within the organization;

STRATEGICAL QUALITY OBJECTIVES, which constitute the framework for setting Quality objectives, are:

- Strengthening the market position and gaining new customers and markets by delivering products with quality level that consistently meets customer requirements and developing of product range;
- Compliance with the legal and regulated requirements applicable to the field of activity;
- Treating risks and opportunities, for the effective functioning and improvement of the QMS;
- Developing relationships with suppliers capable to supply products and services according to our requirements;
- Developing the professional competences of the employees through the continuous training process;
- Awareness of all staff to meet QMS requirements, in order to obtain qualitative products and prevent nonconformities;
- Continuously improving the effectiveness of the Quality Management System implemented;
- Certification of QMS according to the requirements of the new standard ISO 9001: 2015.
- Protecting the environment and complying with specific legislation referring pollution prevention, waste management and the efficient use of natural resources;
- Ensure an appropriate work environment for employees, maintain and improve occupational health and safety performance, in order to prevent accidents and work-related illnesses.

Quality policy is established and periodically reviewed for its continued relevance, being communicated by executive management to all staff and displayed at every work-places, being known, understood and applied at all levels of the organization. For interested parties, Quality Policy is available on the organization's website, www.urb-s.ro or sent in writing on request.

The Quality Manager is invested with all the authority and responsibility for implementing, maintaining and improving the Quality Management System of URB RULMENTI SUCEAVA S.A.

**GENERAL DIRECTOR
ING. GHEORGHE CIMPOEȘU**