

QUALITY MANAGEMENT

ELVIFREN SA implements a Quality Management System in accordance with the international standard ISO 9001:2015 that covers all functions and activities of the company related to the Production of Abrasion Materials, Trade of Spare Parts for Braking and Suspension Systems of Heavy Vehicles and Machinery

*The basic principle and commitment of **ELVIFREN SA**, as well as the philosophy of each of its executives, is to provide its customers with products and services that fully meet their contractual requirements, comply with the relevant legislative and regulatory requirements and achieve the quality objectives set by the company for each project it undertakes.*

*The Management of **ELVIFREN SA**, sensitive since its establishment to environmental, social and good governance issues, always makes sure to be guided in its decisions by the excellent agreement with the principles advocated by the above three sections, monitoring key indicators (ESG).*

*The quality policy and proper governance by the Management on the basis of which all actions of **ELVIFREN SA** are planned is summarized as follows:*

- *To maintain the quality of its products at the level promised to customers,*
- *To ensure organized training and education of all its staff so that they acquire quality consciousness and specialization in their work, creating the appropriate and protected working environment based on health and safety principles but also equality, justice, meritocracy, development and proper behaviors.*
- *Providing technical advice and assistance to customers to ensure that they benefit effectively and efficiently in terms of cost and quality of products*
- *Continuous improvement in terms of training and procedures in the context of the quality system and environmental protection and continuous effort to encourage its partners to do the same.*
- *Maintain close personal contact with customers to ensure constant awareness of their needs, and the needs of their customers, in terms of quality and service.*
- *Work with all partners to ensure that their level of quality and service is satisfactory.*
- *Knowledge and awareness of the issues of our Society and active role of the company in these issues.*

*In general, the objective of **ELVIFREN SA** is to achieve, maintain and improve its image and credibility in the Market and Society by supplying products of stable high quality, with the minimum possible environmental footprint at competitive prices and based on effective services.*

The Managing Director



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