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QUALITY POLICY

Quality is an integral part of Iskra Mehanizmi, d.o.o. Business Principles. These principles guide our actions to deliver products and services that are safe, compliant, and preferred. They are essential for the achievement of our ambition to be recognized and trusted to design, manufacture and promote high quality Intelligent Mechatronic products that serve our customer's needs. Our commitment is to never compromise on the safety, compliance and quality of our products and services. This requires everybody to be engaged, to understand their responsibility and to be empowered to act to protect our customers.

Our dedicated Quality organization includes customer Quality representatives in each business segment, who work closely with our customers to quickly resolve quality related issues by coordinating efforts and communicating with all business functions. Customer quality representatives also support communication regarding, product and process containment, corrective action, and quality improvement programs.

But Quality is also more than this. It is about delivering what we promise in everything we do. Each one of us has the power to influence Quality and trust through our leadership, dedication, and passion.

Mission

We provide solutions.

Vision

A world-wide recognized strategic development supplier of Intelligent Mechatronic solutions in automotive, medical, and industrial segments.

Strategy focus

- profitable growth - increasing visibility and leverage in the different markets.
- profitability - increase cost awareness to finance the growth.
- innovation - intelligent mechatronics and cross adaptation.
- diversification - industries & customers to minimize dependency.



Long term goals

- sales growth
- profitability
- customer satisfaction
- employee satisfaction

All goals are being reviewed from the top management each year for a period of 5 years and are regularly monitored through different KPIs for all areas and processes.

Values

- flexibility- transforming customer challenges into solutions.
- proactivity - providing initiatives and taking ownership.
- innovativeness - today creating the future.
- reliability - with delivering we create trust.
- correctness - professional and respectful attitude.

Policy

The company management commits to pursue the long-term vision and achieve the objectives. With our values and corporate culture, based on quality, innovativeness, sustainability, investment in people and continuous improvements, we provide solutions. The company is committed to follow legislations, regulations, implemented standards and stakeholder requirements. Our quality management system ensures that all our products meet the requirements.

Quality guidelines

- zero defect quality
- 100% reliability of supply
- continuous elimination of non-value-added activities
- quality system in accordance with quality and environment standards, required by the stakeholders and our own drive for excellence

Awareness

As all employees play an important role in maintaining and ensuring product compliance, quality objectives and contribute to continuous improvements we have implemented kil (kaizens, improvements, innovations to the system, production processes and products) environment and process to promote people's contribution to the overall company's objectives and assure quality guidelines successful execution. We will ensure that the Quality Policy is reviewed annually and communicated to employees and third parties.

Brnik, December 2021

Stefan Hornivius
Managing Director

