



Livarna Titan, d.o.o.  
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At Livarna TITAN d. o. o., we are committed to quality. All employees are familiar with the quality policy, understand it, implement it and maintain it at all levels of the company.

The overall quality of operations and customer satisfaction are the fundamental guiding principles of the company that stem from its mission:

***“By striving for quality and safety of Livarna TITAN products, we meet the needs and expectations of our customers, employees and other key stakeholders.***

***Through the continuous optimisation of working processes, we strive to achieve corporate social responsibility, environmental protection, health and training of our employees.”***

At Livarna Titan d.o.o., we strive for high quality of products and professionalism in all tasks in order to remain a reliable partner to our stakeholders.. We aim to maintain and increase our competitive advantage by continuously assessing the changing needs of customers for new products. Therefore, we have designed a quality system based on the requirements of the international standard ISO 9001:2015. Our quality policy is guided by our development orientation to become a globally recognized company capable of satisfying customer needs with quality and technologically advanced products and keeping our competitive advantage. Our actions are based on the core values of the company:

T – tradition (tradicija)  
I – innovation (inovativnost)  
T – competitiveness (tekmovalnost)  
A – ambition (ambicije)  
N – reward (nagrajevanje)

We fulfil our mission and quality policy by:

- Meeting and exceeding the expectations of our customers and consumers
- Producing technologically advanced and safe foundry products
- Keeping up with trends in the foundry industry and striving to surpass our competition
- Consistently adhering to legislation
- Such organisation, technology, and continual development, automation and protection of production allowing for the maintenance of constant quality and safety of products, continuous improvement of the products and their price competitiveness
- Monitoring and reducing negative impacts on the environment
- Providing continuous training and development of employees, creating a stimulating work environment, taking care of the health and safety of employees and developing such interpersonal relationships that create satisfaction among employees and thus support quality
- Developing partnership relationships with our suppliers and customers
- Increasing efficiency and quality of operations, thereby meeting the expectations of the company owners and providing stability of employment for our employees.

- Being aware of our social role as a stable company and thoughtfully directing donations and sponsorships to also affect the satisfaction of the wider social environment

At our company we have developed a mission, vision, values and strategic objectives, which form the basis for defining specific measurable goals for the current year. We inform employees about them in an understandable way through meetings, announcements on notice boards, the internal newsletter and the heads of organizational units.

We assure quality in all phases of our business processes. All employees of our company contribute to the realization of the quality policy with their work. Each employee is responsible for the quality of their work. We pay special attention to improving quality and reducing operational costs. If, despite all measures to reduce errors, problems occur, we systematically and continuously eliminate them. We regularly monitor the quality situation through internal audits and management reviews.

The basic objectives of our company's quality policy are:

- Production of high quality and safe products
- Providing high quality services in the marketing of products
- Ensuring the high quality business processes in all areas of the company's operations
- Continuous improvement of all business processes

We will achieve these goals by consistently following the procedures and regulations set out in our Quality Manual. Therefore, all employees of the company are obliged to know and implement the prescribed and accepted procedures with the Quality Manual for quality assurance, while continuously introducing improvements and beneficial changes and thus improving the company's quality system.

The Management actively supports, oversees and monitors the effectiveness of the quality policy implementation.

Kamnik, 05/12/2017

General Manager:  
mag. Drago Brence