

Our organization's philosophy is that client satisfaction, reliability, safety, health, environmental issues and business goals are interdependent. The Quality Policy adopted by Termovent SC provides maximum efficiency and efficiency of all processes and systems, in order to secure that each aspect of organization's activities is harmonized so our goals and client's needs are met, by using full potential of each individual.

Our policy emphasizes the need for measurement and analysis of performances in order to confirm that planning and problem solving have led to improvement of quality. Continuous monitoring of processes' performances is essential and it is being carried out through monitoring of the realization of the set goals and through adapting to changes in the environment and in the organization itself.

## Applied standards of management

Termovent SC is absolutely dedicated to fulfilment of the following requirements:

- Quality management system for organizations whose products are intended for oil and natural gas industry (API SPECIFICATION Q1:2013)
- Quality Management System (ISO 9001:2015)
- PED Directive 2014/68/EU
- Manufacturing specifications: API 6A, API 6D, API 600 and API 602

## Quality Policy main principles

### Commitment

Commitment to policy is Termovent's basic principle. The managers are making an effort to support the promotion of Policy, which is the basis for its success, on all the levels within the organization. Commitment to satisfaction of customers' requests and constant improvement of product quality is the obligation and responsibility of managers on all levels, as well as all the employees at Termovent. Each individual is encouraged to continuously improve their performance with measurable performance indicators.

### Problem identification

Continuous identification and solving of potential and existing problems is the essential element of performance monitoring.

### Participation of all

It is our intention to entirely and efficiently utilize total strengths and abilities of all the members of the organization; to let all the members of the organization know that each individual is an important link in the chain.

### Personal liability

We want to create an environment where everyone is aware of their responsibilities, authorizations and personal contribution to implementation of the policy and the goals that were set.

### Work environment

We think it is extremely important to create a prejudice-free work environment without the negative influence that prevents effectiveness of the organization.

### Personal development

Continuous assessment of employees' competence, training and development of individuals are applied on all the levels of the organization. Professional training and development of all the employees, development of a sense of belonging and team work increase the quality of our products, and improves work processes.

### Customer satisfaction

Understanding, unbiased and professional fulfilment of customers' requests, needs and expectations while complying with all the regulations, international conventions and recommendations, applying modern work processes, with rational use of human and technical resources, represents the basic goal of the organization, and the key element of its efficiency.

  
Aleksandar Crnogorac