



PRO d.o.o.

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QUALITY POLICY

Quality management policy is the strategic direction and basis of the business policy of **PRO Ltd.** with the aspiration of more effective business operations, i.e. more effective activities in machining operations (laser cutting, bending and profiling of sheet metal), prototype production, production of hot solar collectors and other own products.

The quality management system of **PRO** has been established in accordance with the requirements of international standard **ISO 9001:2015** and 1.Amd 2024 and is based on process approaches, application of quality management principles, view of the context of organization, relevant stakeholders and risk based thinking. In order to fulfill this obligation, the Managing Board of **PRO** accepts full and ultimate responsibility for the adopted quality management system.

Our strategic goals are:

- To design, offer to the market and realize solutions that are supporting demands and needs of client. And to help clients to define optimal and complete solutions.
- To obey demands of our clients, to fulfil and to surpass the expectations of our clients. Satisfaction of clients is being analyzed and measured.
- Anticipate future needs and continuously improve the efficiency of our quality management system
- To define ambitious, measureable and realizable quality system goals as a part of business goals
- Keep the reliability and disposability of the existing equipment on the high level, acquire modern production, measurement and IT equipment
- Establish a partnership with external providers and interested parties to ensure better services.
- To define risks and opportunities of quality management system considering outer and inner context of organization, needs and expectations of stakeholders
- Observe the requirements of legal regulations and ethic norms in the relation with customers, suppliers and employees of PRO
- Create a favorable climate within PRO to promote quality and continuous improvement, health and safety of our employees and reduce the impact of our environmental practices,
- Promote employees satisfaction, development and growth for all employees,

The Managing Board of PRO is accepting the following policy of quality managing system:

The quality managing system of PRO is based on the tradition, way of behavior and experience of our firm. To keep on might and to improve our basic values-business efficiency and achieved market respect we obliged us:

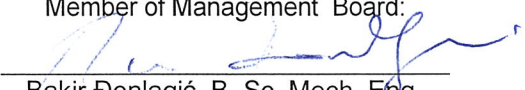
The quality policy will be reviewed annually by the Management of PRO and when deemed necessary, it will be revised and re-published.

Quality management policy is available to all our employees who are expected to cooperate and assist in implementing this policy.

Where appropriate, this quality policy will be available to our external stakeholders.

In Zagreb, December 27, 2024

Member of Management Board:


Bakir Donlagić, B. Sc. Mech. Eng.