









„ The quality means to sell products customers, while the product doesn't come back, but the customer does“.
Margaret Thatcher

QUALITY POLICY

SLOVMAG, a. s. Lubeník is a producer of shaped and unshaped refractory materials, performing closed production cycle from magnesite ore mining and technological treatment to finished goods expedition for our customers.

We give top priority to the quality management to meet our customers' needs and satisfaction. It means to pay interest at all stages of pre-production, production and after-production cycle. SLOVMAG, a. s. Lubeník declares for its basic refractory materials the following principles of quality.

-  We provide production and products fulfilling our customers' expectations, because the customer's satisfaction is considered to be our long-term success condition.
-  We follow the binding requirements of stakeholders.
-  We clearly declare the company's quality targets and to fulfil them the Management shall support the healthy, safe and effective internal environment supported by personal involvement of each employee.
-  The employees' awareness we ensure by training and providing other educational activities to raise their qualification and we support innovation activities of individuals and teams as well.
-  Process oriented access is a basis for activities and sources management in all respects and we want to reach the appropriate dynamics of all activities under the terms of stability of our company.
-  We continuously strive to improve the efficiency of processes, activities and sources and by new technologies development and introduction and investments we secure the quality stability and new products development.
-  Our decisions go from consistent and effective analysis of measurement and processes monitoring and from internal and external information obtained from all accessible information technologies.
-  We manage our relationships with consumers and suppliers to increase the mutual valuation growth and to proper and long term cooperation.

We are convinced that to perform quality policy is possible only on condition of all the company taking an active part in this process and on condition of personal example of the Management. To reach this target we keep the rules of this policy in our everyday activity.

All employees of the company are obliged to conform to the hereby-declared principles and to the fullest extent respect the quality policy.

Lubeník, Oktober 1st, 2022

Ing. Alexander Novota
Chief Operating Officer

Ing. Slavomír Sabol
Chief Financial Officer