

QUALITY POLICY

VITROHM PORTUGUESA has developed its activity of design, manufacture and commercialization of electrical resistances, promoting synergies in order to obtain a set of indispensable skills to provide products of excellence.

In order to effectively achieve Quality and Excellence in all products and services provided, VITROHM PORTUGUESA bases its activities in pursuit of the following guiding principles:

- It is committed in ensuring the satisfaction of its customers and other stakeholders through the full compliance of the contractual requirements.
- Ensures compliance with the regulatory and legal requirements applicable to the manufacture of electrical resistances
- Promotes the search for innovative solutions and the development of opportunities for the growth and profitability of the business.
- Develops the skills and capabilities of its workers, aiming for the correct performance of their duties and responsibilities and the valorisation of the work of all.
- Encourages cooperation and fosters teamwork as a way of sharing resources and growing the company.
- Optimises mutually beneficial relationships with external suppliers and partners
- Controls the risks associated with the activities carried out by the company in order to reduce the probability of occurrence of undesirable deviations and non-compliance situations.
- Promotes the continuous improvement of the quality management system through the definition and implementation of quality objectives and measurable processes.

VITROHM PORTUGUESA Management assumes responsibility and authority for the adoption and promotion of the Quality Policy and establishes as a priority objective for all employees their involvement and commitment to the principles described above.



The Quality Policy is communicated and disclosed to the company employees (it is posted in predetermined places) and is available to the public and to interested parties through the company's website, thus making it possible to combine efforts to achieve sustained growth and continuous improvement that benefits everyone.