

Quality Policy of MASS Sp. z o.o.

In order to meet requirements of our customers, secure safety workplaces for our employees and built the trust of the local society and partners, we decided to implement an Integrated Quality Management System that complies with the requirements of ISO 9001: 2015 and 3834-2:2007.

Our main goal is to constantly improve the level of customer satisfaction by:

- providing the service at the highest possible level;
- quick response to customer needs;
- production of parts and installations of the highest quality;
- production of short series of components for customer orders;
- implementation of the most modern processing technologies;
- optimization of the production process;
- developing non-standard, high quality technologies;
- continuous monitoring and improvement of processes taking place in our company;
- cooperation with suppliers of raw materials, parts and processes that meet our and our customer's requirements;
- improving the qualifications of our employees;
- systematic research of need and satisfaction of the customer;
- having positive impact on the environment;
- protecting the health and safeness of the employees;
- complying with the provisions of the law and other requirements including international labour standards;
- improving economic results and developing the organisation.

To achieve these goals we decided to:

- set out measurable goals and targets and control them regularly;
- analyse the non conformities, search the roots of them and apply corrections;
- implement constant improvement policy;
- regularly evaluate processe, activities, documents, actions and suppliers;
- monitor satisfaction of the customers;
- regularly analyse costs and possibilities of cost reductions and optimization;
- organize and suport employees' education by running internal and external trainings;
- ensure necessary resources for achiving quality commitments.

We are committed to continuously improve the Quality Management System, to be able to satisfy the request of the most demanding customers and thus strengthen the confidence in the quality of products manufactured by our company and enhance the cooperation with our partners.