

## PART OF THE QUALITY MANUAL

### 1. QUALITY POLICY

*The quality policy from Driessen Manders Company aims to deliver products that satisfy the needs, expectations and customer requirements, as determined by mutual agreement and by laws and regulations. All this takes place within the limits of profitability, continuity and quality image of the company.*

*In order to achieve this objective, Driessen Manders Company has introduced a quality management system, conforming to the ISO 9001:2015 standard.*

*The mission of Driessen Manders Company is to create and maintain a stable business environment, to inspire moments of optimism and happiness, to create values, to make the difference and be profitable. Taking into account the quality management system base on the ISO 9001:2015, the vision of Driessen Manders Company focuses on the following principles of the quality policy:*

- *People: a company in which the employees are inspired to offer their best and where they can feel part of a productive quality management system that is continuously improved by them. Each working task is possible because Driessen Manders Company is a customer-focused company. Thus, the company understands the current and future requirements of the clients and is preoccupied to exceed their expectations.*

*Because of this reason, the top management organizes the tasks for the employees in order to make sure they have the necessary knowledge and resources to function optimal and efficiently. The analysis and internal audit progress are registered in order to determine if the quality objectives were achieved.*

*| The quality policy is public: is posted in the factory and offices and is also published on the official website of the company. The ISO 9001:2015 standard represents an important item during awareness meetings (departmental meetings, business meetings, management meetings, meetings with all employees to present the company's situation and its quality management system - based on the planning). If necessary, the quality objectives are explained so that are understood at all levels and are performed correctly.*

- *Portfolio: a company that offers the world a portfolio of high quality machined parts through sawing, milling, turning and conventional operations with dimensions that fit a shoe box and that satisfy the needs of the customers. Driessen Manders Company*

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*understands and satisfies the requirements of the clients and above all, it's a company dedicated to overcome their expectations.*

- *Partners: implementing and maintaining a client and supplier network with whom we can obtain long-lasting values. In Driessen Manders Company, the efficient decisions are based on data analysis and information related to quality.*
- *Environment: a company that builds and sustains a stable community that makes the difference due to its quality products*
- *Profit: a company with extended and complete responsibilities that offers its shareholders long-lasting results.*
- *Productivity: an efficient company, with rapid development that fulfills the requirements of the customers and delivers excellent quality products, that represents the result of an innovative production process.*
- *Focus on market: we listen to customer's needs, observe and learn from mistakes and achievements, we are curious, we work efficient, we are open to changes, we are responsible of our own actions and we reward our employees for their involvement.*

*Achieving the requirements and the efficiency of the quality management system is continuously improving as they are considered a permanent objective of the company.*

*At least once a year the key performance indicators are analyzed so that it is determined if the quality objectives are achieved. Also, during the management review or whenever there is a change, the key performance indicators are updated.*

### *2. GENERAL QUALITY OBJECTIVES*

*The general objectives regarding the quality sustain the policy promoted by Driessen Manders Company and also the mission, vision and strategy of the management.*

*In order to apply the quality policy there were developed some requirements for the specific activities. These requirements are explained in measurable terms in "Key performance indicators" document.*

*The activities may have connections with the internal objectives of the company or with other objectives such as fulfilling the requirements and expectations of the customers.*

*Thus, the internal objectives are clear inventories and efficient communication between all departments of the company.*

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*These internal objectives are sustained by the quality objectives:*

- *Fulfillment of clients requirements by producing conforming products*
- *Excellent quality of the products*
- *Mutually beneficial relationships with suppliers*
- *Adequate control of the production process*

*Clear quotes and delivery reliability are expectations of the customer.*

*Each action is, at least, based on the following information:*

- *The current quality level, formulated in measurable terms*
- *To achieve a quality level, formulated in measurable terms*
- *The person/s responsible/s (department, action team)*
- *The period within the actions must be implemented*

*The way progress reports must be made*

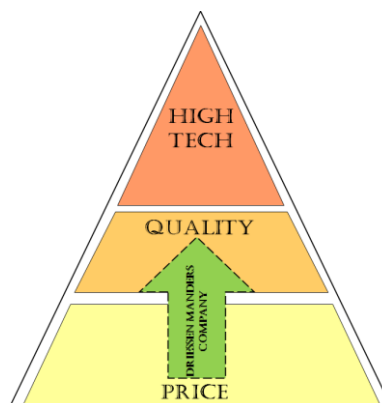
### 3. MISSION, VISION AND STRATEGIC DIRECTION

*The world is changing around us. To continue to grow and develop as a business over the upcoming years, we must look ahead, understand the trends and forces that will shape our business in the future and move swiftly to prepare for what's to come. We must get ready for tomorrow today.*

*That's what our mission, vision and strategic direction is all about. It creates a long-term destination for our business and provides us with a "Roadmap" for winning together with our partners.*

*Our Roadmap starts with our mission, which is enduring. It declares our goals and serves as the standard against which we weigh our actions and decisions. Driessen Manders Company mission is to create value, make a difference and be profitable.*

*In order to achieve our mission goals, we plan our steps carefully and resumed them in a formal pyramid shape.*



*Figure no. 1*

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The mission goals include focusing on the Quality level (figure no. 1) of the pyramid, the area where price is not the first subject of discussion anymore.

Our vision serves as the framework for our Roadmap and guides every aspect of our business by describing what is the company's path towards sustainable, quality growth. Driessen Manders Company vision outlines the company's aspirations and details the values and actions implemented to pursue our Roadmap. The vision has been developed to represent a pyramid (figure no. 2) with five levels that symbolizes Driessen Manders Company way to the top!



Figure no. 2

The strategic direction of Driessen Manders Company is supported by our one year business plan in which are included the mission goals, taking into consideration the vision, as well. The business plan is reviewed at the beginning of each year by the shareholders.