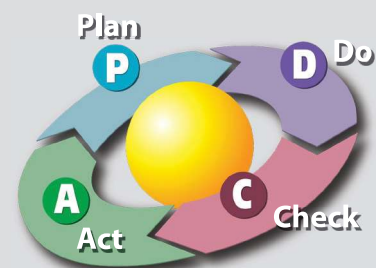


# Global quality improvement policy



Continual improvements of the business management system, of products and processes; from the development of new products, production and sales of products and services in the field of electric energy metering, registration and billing, are implemented by the principles of Deming Circle:



## Plan

The issues of quality, our attitude to the environment, as well as safety and health at work, defined in national, regional and international regulations, acts and standards, are not only the final aim but also the minimal level reached by the products, services and activities of our company. The needs of our customers - interested parties and competitive position are most important when planning various improvements.

## Do

All the employees create quality products and services which meet the requirements and expectations of our customers and consequently provide for business efficacy. With the implementation of activities and with the products manufactured, we preserve the environment and create as favourable conditions for life as possible for our future generations; trying, at the same time, to ensure conditions for safe and healthy work.

## Check

Efficiency and capability of the integrated business management system, products quality and options offered by processes are verified by periodic internal and external audits made by authorized institutions and customers, and by audits carried out by the management and supervisory bodies. Audits of the quality system of our key suppliers are also planned and carried out, depending on products requirements and capability of suppliers.

## Act

All the employees participate, within the scope of relevant knowledge and experience, in this continual process of improving the integrated management, processes and products system. Modifications, which are the basis for improvement, are carried out in a regulated way, by risk control and they reflect the real needs of the Company and our business partners.

Kranj, 14.09.2018

Luis Goncalves  
Glavni izvršni direktor