

This document defines the quality commitment to customers

FAVEX s.r.o. undertakes to:

- maintain and develop the Integrated Management System according to the requirements of ISO 9001 and 14001
- deliver goods in the required quality and quantity, the delivery also includes documentation according to the scope of the customer's requirements
- implement a 'zero' defects strategy aimed at not exceeding a defect rate of 60 PPM
- allow the customer to conduct an audit to a reasonable extent to verify whether FAVEX is able to meet all the customer's requirements
- collaborate with the customer in approving the first samples within the company's capabilities
- inform the customer about changes that may affect the quality of the delivered goods
- introduce procedures that will lead to the unambiguous identification of materials and their traceability
- receive and implement corrective measures based on customer feedback regarding identified shortcomings
- manage complaint procedures according to the GTC of FAVEX
- inform the customer about the failure to meet the deliveries in the specified scope, quality, and timeframe, and subsequently agree on the next steps
- manage and store all quality documents and records according to the relevant system regulations and, if necessary, allow the customer to view them to a reasonable extent
- regularly evaluate and select suppliers in order to meet all customer requirements
- maintain all confidentiality of information between the customer and FAVEX, s.r.o.
- comply with all legal requirements in the field of Occupational Health and Safety
- comply with all legal requirements in the field of Environmental Protection

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