

QUALITY MANUAL

Version: 1st

Revision – Date: 00 – 02.05.2019

CHAPTER 3: QUALITY POLICY

By using the word quality, RMS GmbH means that company's operations related to its business:

“INSTALLATION AND MAINTENANCE OF SKI LIFTS AND CABLE CARS”

fully meet customer needs according to the agreed specifications and its internal specifications.

The management is committed to Quality Policy, which it disseminates to all of the personnel. RMS GmbH assures this commitment by cultivating the spirit of total and collective effort across the company's personnel and by providing all the necessary means to ensure that everyone follows the Quality Policy and promotes any action that continually promotes and improves quality.


The Quality Policy, the objective and feasible objectives for quality, the indicators for measuring the quality objectives and, in general, the continuing relevance, sufficiency and effectiveness of the Quality Management System are reviewed at least once a year.

In the context of this Quality Policy, Management has set objectives for Quality, which are described below:

1. High Customer and end user Satisfaction
2. Secure and safe installations
3. Effective operations
4. Increase profitability
5. Consistency of the quality of services and products and timely delivery of the projects
6. Advertising of the company
7. Employee Ability - Exploiting and Developing of Human Resources
8. Constant improvement of the organization and operation of the company in accordance with the Quality System and effective implementation & efficiency of the company

The management of RMS GmbH is committed:

- that this policy is communicated and understood by all employees of the Company and any interested party (Clients, Suppliers & Partners, etc.)
- to be compliant with this policy and to require the same by all the employees in the Company.

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In order to implement the Quality Policy, RMS GmbH operates under the following principles:

- ✓ Management provides a pleasant working environment, appropriate working conditions to its personnel and cultivates a climate of teamwork and cooperation.
- ✓ Management ensures that operations meet the Legislative and Regulatory Requirements as defined by the National or Community Legislation
- ✓ Management ensures the implementation of training to its human resources in order always to be able to respond satisfactorily to the fulfillment of their duties.
- ✓ Management collaborates with approved suppliers and partners to deliver products and services according to customer requirements and aims to develop and establish long-term collaborations.
- ✓ Every employee is responsible for the quality of his / her own work.
- ✓ Section managers are responsible for the quality of the work of their departments.
- ✓ All employees are fully informed about the company's Quality Management System (QMS).
- ✓ The company provides all the necessary means (equipment, forms, training, etc.) to achieve the objectives of quality.
- ✓ All actions that may affect quality are planned and implemented in accordance with the Procedures & Processes of the Quality Management System.
- ✓ All audit data are documented, analyzed and used appropriately in the context of a continuous improvement effort.
- ✓ For the Quality Management, the company has established a Quality Management Department, staffed by the Management Representative (Quality Manager). This department has been appointed by the Management and has the power and organizational independence to ensure that its QMS operates and is maintained in accordance with ISO 9001: 2015.
- ✓ Possible deviations are the reason for immediate implementation of corrective and preventive actions.

For RMS GMBH

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