

Our organizational philosophy believes that customer satisfaction, health, safety, environmental considerations, and business objectives are mutually dependent. Termovent SC adopted policy assures maximum effectiveness and efficiency through all processes and systems making sure that every aspect of the company activity is aligned to satisfy our objectives and customer needs using the full potential of every person.

Our policy emphasizes the need for measuring and analyzing performance in order to confirm that planning and problem solving lead to quality improvements. The continuous monitoring of systems performance is essential and performed with the continual monitoring of objectives and adapt to changes in the surrounding and in the organization itself.

Applied Management Standards

Termovent SC absolutely committed to the requirements of:

- Specification for Quality Management System Requirements for Manufacturing Organizations for the Petroleum and Natural Gas Industry (API SPECIFICATION Q1:2013)
- Quality Management System (ISO 9001:2015)
- PED directive 2014/68/EU
- API 6A, API 6D, API 600 and API 602 specifications

Fundamental Concepts

Commitment

Commitment to our quality policy is a tenet Termovent SC chief executives strive to uphold Promotion of, through all levels and activities of the organization being fundamental to its success. Commitment to customer satisfaction and continual improvement of product's quality is obligation and responsibility of chief executives and all employs in Termovent SC. Each individual is encouraged to strive for continuous improvement with measurable levels of performance.

Problem identification

Provision for identification and solving of potential and existing problems on a continuous base is an essential element of performance monitoring

Participation by all

It is our intention to always fully and effectively utilize the total strengths and abilities of all members of the organization and recognize them as vital links in the chain.

Personal accountability

Recognition of individual responsibility and authority must be accepted and upheld by all. Personal contribution Our intention is to create an environment where everyone is aware of his responsibilities, authority and personal contribution to the realization of the policy and the set goals.

Work Environmental

To maintain a workplace free from prejudices and restrictive behavior that inhibits the effectiveness of the organization is of fundamental concern.

Personal development

Continuous assessment of employees' competence, training and development of individuals are applied at all levels of the organization. Professional training and training of all employees, development of sense of belonging and team work raises the quality of our products and improves work processes.

Customer Satisfaction

Termovent SC are committed to understanding the needs and expectations of our customers and providing them products and services that meet or exceed all of their requirements through strategic objectives and continual improvement of our processes. Understanding and satisfying customer needs and expectations are key objectives and fundamental to determining the most effective organizational practices. Understanding, objective and professional fulfillment of demands, needs and expectations of buyers with respect to all regulations, international conventions and recommendations, the application of modern working procedures, the rational use of human and technical resources is the basic goal of the organization and a key element of its effectiveness.



Aleksandar Crnogorac