

Quality Policy

Integrated in the Cerinnov group with the strategic goal of enabling the group to offer a wide range of equipment in the area of ceramics and heat treatment, CERAMIFOR is in the market to supply kilns and equipment's with the highest standards of quality and performance, offering the best solutions to its partners. Therefore CERAMIFOR's management assumes quality as the key factor in its culture, by continuously analyzing its internal and external environment and their risks and opportunities, and considers that its management guidelines are based on a continuous improvement in all of its processes, in order to achieve the overall objectives of the company and to respond to the needs of the different stakeholders.

Regarding quality management, CERAMIFOR assumes the following commitments:

- Create customized solutions adapted to the needs of each client, ensuring their complete satisfaction and success;
- Manage the relationship with each client to understand their, present and future, needs and expectations, to ensure healthy and lasting relationships;
- Innovate and constantly improve the products and services developed;
- Integrate the employees in the quality culture, in their activities, routines and practices, in order to add value to the company products and services;
- Ensure a good relationship with suppliers, contractors, regulatory authorities, financial institutions, and other stakeholders, ensuring compliance with the requirements agreed by both parties;
- Promote the participation in the companies decisions, brainstorming , training and development of skills of all employees in order to ensure their well-being;
- Ensure the continuous improvement of the quality management system, its revision and also the compliance with all legislation concerning the company activities.

To ensure the implementation of this policy, CERAMIFOR is committed to respect the NP EN ISO 9001: 2015 standard as well as the applicable legal requirements, continuously improving the efficiency of the quality management system. This policy is communicated and distributed to all our employees and is, also, available on our website to ensure that it is understood by all stakeholders.

CUSTOMER SATISFACTION

CUSTOMER LOYALTY

INNOVATION

QUALITY

LONG – STANDING
RELATIONSHIPS

PROFESSIONAL
ACHIEVEMENT

CONTINUOUS
IMPROVEMENT