POLICY

QUALITY POLICY STO

1. PURPOSE

The purpose of this Quality Policy is to define the quality principles for the plant Austria and to communicate them to the employees.

2. SCOPE

This policy is valid for the Stoelzle plant AUSTRIA.

3. POLICY STATEMENT

Our Quality Policy is defined in compliance with the company principles and the quality requirements of the ISO 9001, ISO 15378 (GMP) norms and the BRC/IoP standard. A main focus in the Köflach plant is put on the manufacture of glass containers for pharmaceutical use. The product program covers injection vials, syrup and dropper bottles, tablet glasses as well as special custom-made products. Thus, it is a fundamental part of the company and quality policy to accept the principles of the ISO 15378 norm and to implement the specific requirements of the „Good Manufacturing Practice“.
Another focus is the implementation and realization of the requirements of the BRC standard for food packaging with regard to our products like spice jars, jam jars, diverse spirit bottles and customized products for use in the food industry.

The *Company Vision* forms the basis of the Quality Policy:

Our aim is to be the first choice partner for both our customers and our employees, through establishing a culture of ***reciprocal trust*** *and by striving* ***for first class performance, flexibility, and reliability****.*
This will earn and enable us to sustain a leading role in our, PERFUMERY & COSMETICS, PRESTIGE SPIRITS and PHARMA markets.

Trust, first class performance and flexibility all depend on healthy employees who feel safe and at ease in their work environment. That is why safety, health and well-being are an integral part of our company culture and are constantly subject to evaluation.

Out of it derive our quality principles:

- Customer satisfaction
  We understand quality as the compliance with customer requirements associated with innovation, cost awareness, maximum reduction of defects and on-time delivery.
- Employee orientation

We develop our professional and individual skills by continuous education within a comprehensive training program. Part of the self-realization in our company is the percipience of cognisance and responsibility.

- Process orientation
  The essential processes are clearly defined and documented. Their efficacy is monitored continuously in order to introduce improvements in time.
- Environmental protection
  The environmental aspects and impacts are considered in order to be able to identify risks in time and to introduce actions.
- Continuous improvement
  We exert us on-going to recognize our weak points, to analyse the reasons and to remove weaknesses consequently.
- Good Manufacturing Practice
  The requirements of GMP are understood not only in regard to the ISO 15378 norm but are also directed to the specifications of our pharmaceutical customers. The proof of the suitability of the manufacturing process and the equipment is done with Validation and Qualification.
- Product safety and legal compliance
  Any risks for the customer and the end-user are evaluated by a HACCP analysis. They are avoided by corresponding actions with the utmost security. The applicable laws and guidelines are considered and followed in all steps from the development of the products until their dispatch.

The QM system builds the frame for the realization of the Quality Policy and the achievement of the Quality goals. In it, the responsibilities, the structural and process organization are defined, quality relevant activities planned and directed to the customer in order to bind him long-term. Written specifications and their internal communication shall create clarity for all operations. The effective operation of the QM system, the compliance with the customer requirements and the assurance of the product quality shall be traced and proven by records.

With this Quality Policy the Management and all employees commit themselves to execute their activities in compliance with the definitions of the QM handbook and to ensure with it that the customer requirements are fulfilled.

This policy is followed by corresponding procedures in which the responsibilities, activities, methods, analysis and reports are clearly defined and described in detail.

4. RESPONSIBILITIES

The Corporate Management and the Plant Manager have appointed a Quality Management Representative to ensure the compliance with the set principles and to maintain and develop the processes with the defined process owners. The regular execution of Management Reviews assures the continuous suitability, adequacy and efficacy of the Management system.

	Datum	Position	Name
Erstellt:	05.09.2017	IMS and Quality Director Group	Kloukinas Benjamin
Geprüft:	20.01.2020	Plant Manager	Poeschl Markus
Freigegeben:	24.02.2020	IMS and Quality Director Group	Kloukinas Benjamin