

POLITIKA KAKOVOSTI SKUPINE KOLEKTOR

Politika kakovosti skupine Kolektor je zaveza vodstva in vseh zaposlenih k zagotavljanju kakovostnih izdelkov in storitev našim kupcem ter drugim zainteresiranim stranem. Naša zavezanost temelji na celostnem pristopu, ki se začne z zaposlenimi in se skozi procese odraža v zadovoljstvu kupcev, trajnostnem delovanju, odnosih z zunanjimi javnostmi ter konča z zadovoljstvom lastnikov. Načela, katerim se zavezujemo, so:

Fokus na zaposlene:

- Razvijali bomo kompetence zaposlenih z vlaganjem v izobraževanje in usposabljanje,
- Aktivno in jasno bomo komunicirali strategije, cilje in pravila delovanja, spodbujali kulturo odprtega dialoga med zaposlenimi in vodstvom ter krepili inovativno kulturo,
- Določali in komunicirali bomo jasne odgovornosti ter pooblastila za učinkovito upravljanje,
- Prevzemali bomo odgovornost za naloge ter njihovo vestno in kakovostno izvajanje,
- Ohranjali in prenašali bomo znanje, pridobljeno z izkušnjami, za učinkovitejše doseganje ciljev,
- Spodbujali bomo k nenehnemu izboljševanju na vseh ravneh delovanja.

Optimizacija procesov:

- Upoštevali bomo Kolektorjev procesni pristop za enotno, povezano in agilno delovanje,
- Vlagali bomo v razvoj digitaliziranih in avtomatiziranih procesov za izboljšanje uspešnosti, učinkovitosti in produktivnosti,
- Zmanjševali bomo tveganja z namenom krepitve odpornosti proti nepričakovanim dogodkom.

Zagotavljanje zadovoljstva kupcev:

- Aktivno bomo sledili potrebam in pričakovanjem kupcev ter razvijali, optimizirali naše izdelke in storitve na podlagi njihovih povratnih informacij,
- Redno bomo spremljali zadovoljstvo naših kupcev, kar nam bo omogočilo izvajanje ukrepov za izboljšanje, ki bodo povečali njihovo zadovoljstvo in lojalnost.

Poudarek na trajnosti:

- Zagotavljali bomo trajnostne izdelke in storitve za ohranjanje okolja, krepitev družbene odgovornosti ter usmerjenost v dolgoročno gospodarsko blaginjo,
- V največji možni meri bomo zagotavljali trajnostne prakse z zavezo k zmanjšanju okoljskega odtisa.

Odnosi z zunanjimi javnostmi:

- Gradili bomo korektne odnose z dobavitelji, kupci, državo, lokalno skupnostjo in drugimi zainteresiranimi stranmi za vzajemen dolgoročni razvoj in uspeh,
- Delovali bomo družbeno odgovorno na lokalni in globalni ravni z namenom trajnostnega in etičnega poslovanja.

Zadovoljstvo lastnikov:

- S ciljno usmerjenostjo in nenehnim inoviranjem bomo zagotavljali dolgoročno dobičkonosnost in rast,
- Prizadevali si bomo za ohranjanje identitete skupine Kolektor in izkoriščanje korporativne sinergije med podjetji.

Politika kakovosti je enotna za celotno skupino Kolektor. Temelji na Kolektorjevi strategiji ter določa smernice za postavljanje ciljev v skladu z njo. Vsako podjetje je dolžno spoštovati in prispevati k uresničevanju načel politike kakovosti, pri čemer mora upoštevati posebnosti svoje dejavnosti, delovnih procesov, proizvodov in lastnih zmožnosti.

Valter Leban
Predsednik uprave Kolektor d.d.

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Direktor
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QUALITY POLICY OF KOLEKTOR

The quality policy of Kolektor is a commitment of the management and all employees to provide quality products and services to our customers and other interested parties. Our commitment is based on a comprehensive approach that begins with employees and is reflected through the processes in customer satisfaction, sustainable operation and external public relations, and ends with the satisfaction of the owners. We are committed to the following principles:

Focus on employees:

- We will develop employee competencies by investing in education and training
- We will actively and clearly communicate strategies, goals and rules of operation, promote a culture of open dialog between employees and management, and strengthen an innovative culture
- We will define and communicate clear responsibilities and powers for effective management
- We will take responsibility for tasks and their diligent and high-quality implementation
- We will preserve and transfer the knowledge gained through experience in order to achieve goals more efficiently
- We will encourage continuous improvement at all levels of operation

Process optimization:

- We will take into account Kolektor's process approach for uniform, connected and agile operation
- We will invest in the development of digitalized and automated processes to improve performance, efficiency and productivity
- We will reduce risks in order to strengthen resistance against unexpected events

Ensuring customer satisfaction:

- We will actively follow the needs and expectations of customers and develop and optimize our products and services based on their feedback
- We will regularly monitor the satisfaction of our customers, which will enable us to implement improvement measures that will increase their satisfaction and loyalty

Emphasis on sustainability:

- We will provide sustainable products and services to preserve the environment, strengthen social responsibility and focus on long-term economic prosperity
- We will strive to ensure sustainable practices in order to reduce our environmental footprint

External public relations:

- We will build correct relationships with suppliers, customers, the state, the local community and other interested parties for mutual long-term development and success
- We will operate socially responsibly at the local and global level, with the aim of sustainable and ethical business

Satisfaction of the owners:

- We will ensure long-term profitability and growth through target orientation and continuous innovation
- We will strive to preserve the identity of Kolektor and take advantage of the corporate synergy between the companies

The quality policy is uniform for the entire Kolektor group. It is based on Kolektor's strategy and defines guidelines for setting goals accordingly. Each company is obliged to respect and contribute to the implementation of the quality policy principles, taking into account the characteristics of its activity, work processes, products and own capabilities.

Valter Leban

President of the Management Board of Kolektor d.d.

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Managing Director of
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