

# QUALITY POLICY OF REVOZ

**With Twingo, Smart ForFour and Clio, Revoz is at the very heart of passenger cars production strategy.**

In the context of major changes in technological innovations, legislative requirements, competitive market and customers' expectations, **the plant aims for the highest level of industrial excellence in Europe.**

The system for quality management is in compliance with ISO 9001 standard requirements. External and internal customers, as well as expectations of important interested parties are central to our processes management.

Satisfying the demands of our customers is the main priority of our everyday management, which is based on:

- reducing the number of customer complaints (GMF),
- reducing the number of default 0 V1,
- achieving group 0 at PHC audits.

**Quality policy of the plant is in compliance with the quality policy of Renault Group and encompasses the following four areas:**



## Competencies development

- Keeping skills and competencies at the highest level.
- Developing multi-skilling of workers.



## Meeting the standards

- Meeting standards at work stations.
- Improving the piloting of conformity procedures.
- APW coaching by managers.



## Customer protection

- Assuring strict respect of surveillance plans.
- Reinforcing the efficiency of fault detection.
- Short and efficient reactivity circles provided by QRR and QRQC.



## Constant progress

- Analysing faults' causes on work stations (Genba).
- Assuring constant progress on all management levels.



*Both employees and external contractors are responsible for the quality of products that are offered to our customers.*

*Together with all members of the plant's Executive Board we commit ourselves for the policy realisation, its communication to others and control of its realisation in order to guarantee the quality and the conformity of our vehicles.*



**Kaan Ozkan**

Plant manager,  
Novo mesto, 1st July 2019