

The management board of Fluidmaster concluded a quality policy that is in accordance with the strategic direction of the Fluidmaster corporation, its company culture and values and fully supports our vision and mission. All employees are familiar with the quality policy and it is available to all interested parties. It is regularly revised and updated by the management.

We live and implement our vision of being the leading global provider of innovative technologies for water management through our mission of ensuring responsible use of drinking water with user-friendly and reliable technologies for managing, tracking and monitoring water in bathrooms and public toilets, and through our values and our quality policy.

We support and implement this through our company activities and the efforts of our employees in four main business areas:



**Ensuring progress and improvements**

- For comprehensive quality management, each employee constructively and actively participates in creating a prolific work environment and building effective relationships with the company and with our partners.
- We aim to systematically and effectively eliminate errors and to prevent the occurrence and repetition of new errors. Understanding their cause is essential for finding effective solutions.
- Our management and all employees are committed to taking on the responsibility for consistent implementation and effectiveness of the quality management system in all business processes.



**People Development**

- Ongoing education, goal-oriented training, encouraging individuals' creativity, teamwork and appropriate motivation of all Fluidmaster d.o.o. employees contribute to the effective development of human resources.



**Satisfied customers**

- When evaluating the quality of products and services, our customers' opinion is paramount; therefore, the products and services must meet market needs and requirements and fulfil client expectations.
- We check customer satisfaction with regular customer satisfaction analyses.
- We follow our business goals, eliminate irregularities, implement advancements and thus constantly improve relationships with our partners.



**Compliance with all relevant standards**

- We comply with all relevant workplace standards.
- Our products comply with Slovenian and international regulations and standards, they are safe to use, reliable in their operation, aesthetically designed and ecologically irreproachable.

Our values – family, innovation, responsibility, cooperation, reliability, integrity and passion – are woven into all our activities and are mirrored in all our business areas.

**WE WILL DO IT RIGHT THE FIRST TIME, EVERY TIME.**

Postojna, 30 October 2020

**Aleksandar Bogunović**  
Director

