



Elcee Group
Kamerlingh Onnesweg 28
NL-3300 AP Dordrecht
P.O. box 606
NL-3300 AP Dordrecht
The Netherlands
T: +31(0)78 654 47 77
F: +31(0)78 654 47 22
W: www.elceegroup.com

Subject : **QUALITY POLICY ELCEE Group**

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ELCEE is committed to meeting and exceeding, customer requirements and pursuing customer satisfaction in the products and services it provides. Ensuring the highest standards expected by our customers.

ELCEE aims to achieve this goal through a performance excellence approach of focusing on the customer, implementing an effective quality management system and team participation in continual improvement.

This includes:

- Reliability in all that we do
- A professional, friendly and helpful attitude
- Prompt and effective communication
- Excellent quality of technical services & products supplying
- Supplier quality assurance
- Timely delivery
- Easily accessible and effective support

We will regularly review customer needs and develop objectives and strategies as a part of our business planning and control process to enhance customer satisfaction.

Wherever appropriate, measures will be established and reviewed in order to confirm progress towards the objectives and to identify any need for improvement of the business management system.

We will continue to develop and operate a management system for continuous improvement, striving to make all our activities error free. The system will emphasis defect prevention, the reduction of variation and waste throughout the business.

The achievement of customer satisfaction is the responsibility of every employee. Management is committed to supporting employees in this endeavour through effective communication and training; updating our technical & quality competences.

Op al onze aanbiedingen, overeenkomsten, leveringen, inkopen en orders zijn onze algemene verkoop-, leverings- en betalingsvoorwaarden respectievelijk onze algemene inkoopvoorwaarden van toepassing, zoals gedeponeerd bij de Kamer van Koophandel te Rotterdam en gepubliceerd op onze website www.elcee.nl.

Für alle Angebote, Verträge, Lieferungen, Einkäufe und Aufträge gelten unsere allgemeinen Verkaufs-, Lieferungs- und Zahlungsbedingungen beziehungsweise unsere allgemeinen Einkaufsbedingungen, die bei der Industrie- und Handelskammer Rotterdam hinterlegt und auf unserer Website www.elcee.nl veröffentlicht sind.

All our quotations, agreements, deliveries, purchases and orders are governed by our General Terms and Conditions of Sale, Delivery and Payment or our General Terms and Conditions of Purchase, respectively, as registered with the Chamber of Commerce in Rotterdam and published on our website www.elcee.nl.

Tous nos contrats, offres, livraisons, achats et commandes sont régis par nos conditions générales de vente, de livraison et de paiement ou par nos conditions générales d'achat, telles que déposées auprès de la Chambre de commerce de Rotterdam (Pays-Bas) et publiées sur notre site web www.elcee.nl.

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