Commitment

Quality policy of Mondi Serbia is to produce goods in conformance with legal regulations and client specifications. HACCP and GMP are carried out on all production lines. Mondi Serbia is obligated to work on quality improvement. Disagreement and complaints are indicators for neccessary process improvement .Internal controls have to identify improvement points.

Responsibility

In the implementation of this policy, every department of the company shares responsibility to manage quality. Special quality disciplines and controls, from the product purchasing phase through the production and delivery phase, are contained in a company Quality Manual. Specific responsibilites include but are not limited to the following:

1. Company Management is having detailed meetings twice a year concirning quality policy. Corective actions are established by analysing complaints. Qualitative objectives which have to be achived in the following year are determined for every department. Decisions are made concirning internal and external audits and improvement matrix is beeing anlysed. Everything above mentioned is verified by the Management.

2. *Sales* is responsible for the quality of new product descriptions or market specifications (description of the real needs of the customer). *Sales* is responsible for communicating all essential information of contracts to the rest of the company.

3. *Purchase* is responsible for the quality of raw materials purchased according agreed specifications. Purchase is responsible for the selection of appropriate supliers.

4. *Quality* is responsible for checking raw materials against agreed specifications. Further, quality is responsible for defining the production recipes assuring that the product is meeting the customer specifications.

5. Production is responsible for the correct processing of all products. *Production* is responsible for the monitoring of the process controls and the maintainng of the records. *Production* is responsible for the cleanliness of the manufacturing plant and lines.

6. *Logistics* is responsible for the movements and storage of the goods at correct temperature as to preserve the quality of the products. *Logistics* is responsible for the correct identification of incoming and finished products.

7. *HRM* is responsible for the quality and documentation of the training for employees so that they are capacitated to cope with the changing requirements.

8. *Maintenance* is responsible for the quality of preventative maintenance and curative maintenance. *Maintenance* is responsible for the calibration of the equipment in Production.