

质量方针

我们是全系列定制铁合金的专家，在锰金属薄片和锰金属块的经销方面有很强的优势。

我们对质量、可靠性和服务的关注，加上专业知识、约束和激情，使我们成为领先的供应商之一。

我们承诺履行我们的承诺，并加强我们与彼此、客户和其他利益相关者的关系。我们的目标是不断为我们的客户提供产品和服务，以满足他们的需求和支持他们的业务。

为了实现这一目标，我们将：

- 提供满足客户期望的产品和服务，并满足我们的合同和法律要求；
- 与我们的客户合作，支持他们的业务，改善他们的生产流程；
- 对我们的经营、提供的服务和产品采取质量管理及持续改善的方法；
- 制定与我们的产品和服务质量有关的目标，并定期根据这些目标检讨我们的表现；
- 建立及持续改善我们的管理程序，以确保有效控制影响产品及服务质量的风险；
- 为我们的雇员和承包商提供适当的培训和意识；
- 定期向包括员工、供应商、客户和社区在内的利益相关者传达我们的表现；并寻求他们对我们表现的反馈；

我们相信，这些承诺可以为企业的可持续发展奠定基础。

METRACO NV

SEQUOIA TRADING BVBA

Julien Esquet (签名)

经理

Olivier Esquet (签名)

顾问

2018年11月

QUALITY POLICY STATEMENT

We are specialists in the full range of tailor-made ferro alloys and are strong in the distribution of manganese metal flakes and manganese metal lumps.

Our focus on quality, reliability and service, together with know-how, discipline and passion makes us one of the leading suppliers.

We are committed to delivering on our promises and to strengthening our relationships with each other, our customers and our other stakeholders. Our goal is to consistently provide our customers with products and services that meet their requirements and support their business.

To achieve this, we will :

- **Supply products and services that meet the expectations of our customers and meet our contractual and legal requirements**
- **Work with our customers to support their business and improve processes for their production.**
- **Adopt a Quality Management and continuous improvement approach to our operations, our service delivery and our products**
- **Establish objectives and targets relating to the quality of our products and services and regularly review our performance against them**
- **Establish and continually improve our management processes to ensure that we effectively control risks which can impact on the quality of our products and services**
- **Provide appropriate training and awareness for our employees and contractors**
- **Regularly communicate our performance to our stakeholders, including employees, suppliers, customers and community; and seek their feedback on our performance**

We believe that these commitments provide the foundation for a sustainable business.

METRACO NV

SEQUOIA TRADING BVBA

Julien Esquenet
Zaakvoerder



Olivier Esquenet
Adviseur



November 2018