

## **The Vision of Mariborska livarna Maribor is:**

MLM wants to become a globally recognized company in the field of toolmaking, aluminium high-pressure die-castings and brass forgings, with the ability to offer its services to the most demanding customers in the automotive and aerospace and defence industry. Our goal is to become a development partner to our customers and cooperate in the direction of manufacturing the most complex machined castings and more complex assembled parts.

Our almost 100-year-old tradition is based on strong will and competitiveness, which is the foundation for constant innovation and the high-quality comprehensive solutions we offer. Using social and ecological sustainable development and responsible procurement of materials, our efforts are focused on the production of items for vehicles with the least possible impact on the environment and on investing in the development of cost-effective products throughout their life cycle.

Quality is the fundamental stone of the whole organisation and an integral part of the whole business operation of MLM d.d. The top management is therefore committed to follow the vision and to achieve quality objective in the long-term.

To achieve that, the following principles will be pursued:

- Quality is an established value in MLM and means successful, effective, and faster achievement of recognized customer's requirements at all levels of the entire organization.
- We are committed to continuous improvements of the adopted management systems, which are achieved through the realistically set targets, the analysis of identified risks and opportunities, and the evaluation of achievements.
- We ensure conformity of all products and processes with the relevant legal, regulatory, and specific requirements of customers.
- We strive to operate sustainably and expect from our suppliers to do the same.

Our Quality management is based on the following international standards

- ISO 9001 Quality Management System
- IATF 16949 Quality management system in the automotive industry
- EN 9100 Quality Management System – Requirements for Aviation, Space and Defence Organizations

We have recognised the processes and have determined their objectives and caretakers. The quality system is bound to the requirements and the products, which we are aware of. Therefore, the objectives of the quality system are also the objectives of processes and are conformity with the company's long-term business objectives. With the help of most important key performance indicators, we are not only regularly monitoring the targets of the processes but are also able to follow and improve them.

## **The basic principles and values of the Quality management systems in MLM are:**

- We are an innovative and reliable partner to our customers. We collaborate hand in hand with our customers to achieve mutual success in the global market. Trust is our commitment, as we are also firmly committed to building a reliable value for our owners, employees, and partners.
- Our employees are our most important element. We are aware that our mission and vision can only be achieved with strong, stable, and motivated employees. Therefore, we will do our best to make our company an opportunity for the best experts in the industry and in the region.
- We take care of a healthy and safe working environment and are striving to preserve a clean natural environment with reduction of negative impacts.
- We are assuring the continual improvement of the management system by a constant improvement in all fields. The foundation for the process of continual improvement is an innovative approach of all the employees, teamwork and open communication.
- External suppliers of products, processes and services are our partners, included in our quality management system; therefore, a good cooperation with them is an important element for the quality improvement.
- Our key indicator is customer satisfaction, which ensures that customer requirements and expectations are met.