since 1992

Quality Policy of TERA d.o.o. Tolmin

Our vision is to become a leading partner in the sales and consulting of engineering thermoplastics for plastics processors. We build relationships with our business partners on solid trust, professionalism, and reliability, with the needs of our clients always at the center of our operations.

To ensure the highest level of service, we have established and certified a quality management system in accordance with the ISO 9001 standard.

Achieving Our Goals

We ensure the realization of our set objectives through active performance in the following areas:

- **Leadership Commitment:** Company leadership directs and supports the quality system by personal example.
- **Monitoring and Auditing:** We regularly monitor, evaluate, and improve the quality management system.
- **Customer Satisfaction:** We carefully study and fully meet the requirements and expectations of our clients.
- **Partnership Relations:** We cooperate closely and long-term with suppliers and all interested parties.
- **Employee Development:** We ensure the continuous motivation, training, and professional growth of the entire team.

Core Principles of Our Operations

Our quality policy is founded on five key pillars:

- **Product Quality:** We sell and develop products that fully meet customer expectations.
- **Process Management:** We comprehensively manage development, planning, and operational processes.
- **Continuous Improvement:** We optimize our operations with the aim of steady progress and greater efficiency.
- **Risk Management:** We timely identify and successfully manage business and operational risks.
- **Quality System Development:** We continuously upgrade and strengthen our quality management system.