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Strategic Planning - Policy, Mission and Vision

QUALITY AND ENVIRONMENT POLICY

The ambition of the KRISTALTEK is to strengthen its presence in international markets, intensify the partnership with our customers and increase the export of our products.

KRISTALTEK – Laser e Mecânica de Precisão, SA, aims to ensure, in the course of its activity of precision mechanics for the aeronautical, defence, space and industry in general, and in a continuous way, the total satisfaction of its customers and employees, the company's operations and profitability as well as concern for the environment. This objective is formalized through its Policy and being a strategic objective, it will be periodically reviewed in order to be continuously improved.

KRISTALTEK's Management undertakes to provide the necessary resources for the implementation of this Policy based on the following principles:

- ✓ Through the periodic review of the system and processes, Policy and Objectives, guide the company's strategy in a perspective of Continuous Improvement.
- ✓ Promoting an increase in productivity, quality and environmental performance in order to guarantee the continuous improvement of our products and services and increase the organizational level of the company.
- ✓ Establish partnership relationships with Suppliers and Subcontractors, on a win-win basis, involving them in a spirit of mutual success at providing the best services and products.
- ✓ Use methodologies aimed at preventing pollution and reducing the environmental impacts associated with the activity as management and prevention tools, involving all employees at all stages of the process.
- ✓ Promote the participation, training and achievement of all employees, suppliers and subcontractors, in order to progressively reinforce Quality and Environmental Culture in the organization and motivation of employees.
- ✓ Establish continuous improvement practices to achieve levels of profitability, sustained growth and efficiency of the Management System in accordance with the expectations of its shareholders, employees and society in general.
- ✓ Apply and enforce the legal and regulatory requirements applicable to the activity and other requirements to which the organization subscribes in terms of product, environment, safety, hygiene and health.

2.1 MISSION

Kristaltek's mission is to provide the best product and service in terms of quality, delivery times, competitiveness and customer satisfaction.

2.2 VISION

Kristaltek aims to be a reference supplier in Portugal, in precision mechanics services and an agent of dynamism and valorization of the region where it operates.

(GONÇALO COSTA)