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UNIVERSAL RUBBER MFG. NV

QUALITY POLICY

URM was founded in 1935 and since grown into a renowned rubber company within Europe. With our partners in Hungary and India we specialize to produce customized rubber parts with complex shapes and sizes, Rubber hoses and elbows, Rubber-metal parts and valves, Plug tights and traffic cones.

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- regular gathering and monitoring of customer feedback
- a customer compliant procedure
- selection and performance monitoring of suppliers against set criteria
- training and development for our employees
- regular audit of our internal processes
- measurable quality objectives which reflect our business aims
- management reviews of audit results, customer feedback and complaints

Although the CEO has ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the company.

Date: 01/08/2021

Hugo Van Dyck

CEO