

Quality Policy

Plamen d.o.o. manufactures castings and household appliances in the domain of household heating, as well as products intended for outdoor food preparation. For many years, Plamen has established itself as an important supplier of castings for a large number of renowned European manufacturers, and as a well-known name in the field of home appliances and garden programs through the development of its own brand. We have achieved this through the continuous improvement of business processes – all in order to provide our customers with products that meet and exceed their expectations in terms of price, speed of delivery and quality.

Our goal is to continuously improve the service in order to provide our current and future customers with an even higher level of service by delivering products that we can rightfully be proud of. In this respect, the introduction and maintenance of quality management systems according to the international standard ISO 9001: 2015 shows our commitment to meeting the requirements of our clients, as well as legal and regulatory requirements. The international standard guarantees the maintenance of efficiency, as well as further development of our processes through efficient communication with our clients.

All employees within our organization are responsible for the quality of their own work. In this regard, the company provides training to staff and has established support systems so that all involved can reach the required level of quality. As our goal is to produce products that we can be proud of, in the event of a customer complaint, the company takes immediate steps to investigate the complaint and makes every effort to rectify the consequences of justified complaints.

The organization and the processes important for achieving the required standards are described in our Quality Management System.

Only through daily top service and impeccable product quality, and continuous improvements can we achieve our long-term goals.

Požega, 04/13/2020

Chairman of the Board:



Milan Matijević, dipl.oec.