

Naša zavezanost kakovosti nas opredeljuje kot zaposlene v družbi IFF. Naša kultura temelji na štirih korporativnih vrednotah: **strasti, ustvarjalnosti, strokovnosti in opolnomočenju**. Vsak dan je za nas priložnost, da spremenimo svet. S tem ne mislimo zgolj naših življenj, ampak življenja vseh ljudi, ki jim služimo. To počnemo z varno prakso, odgovorno proizvodnjo in visokokakovostnimi izdelki. Naše poslanstvo je dobava visokokakovostnih in varnih proizvodov, da zaščitimo svoje odjemalce.

Svojo zavezo uresničujemo prek naslednjih vodilnih načel in temeljev:

**1. Dobavljamo varne proizvode in storitve skladno s pričakovanji naših odjemalcev.**

Z aktivnim poslušanjem naših odjemalcev stalno izboljšujemo in dobavljamo varne proizvode in storitve, ki ustrezajo njihovim zahtevam, potrebam in pričakovanjem. To dosegamo s predanostjo in zavezanostjo najvišjim standardom na področju kakovosti, varnosti proizvodov, družbene in okoljske odgovornosti ter etičnega ravnanja.

**2. Nabavljamo konsistentne in kakovostne proizvode in storitve.**

S pomočjo procesa za upravljanje tveganj, razvojnih programov za dobavitelje, tehnološko naprednih analitičnih sposobnosti in senzoričnih spretnosti skrbno izbiramo vire oz. dobavitelje naših proizvodov in storitev. S spremljanjem in učinkovitim nadzorom kakovosti v naši proizvodnji skrbno preverjamo sposobnost naših dobaviteljev, da dobavljajo proizvode, ki so skladni z našimi globalnimi specifikacijami za materiale in zahtevami glede storitev.

**3. Usklajen sistem upravljanja**

S pomočjo strukturiranega ocenjevanja in izvajanja korporativnih zahtev družba IFF pri svojem poslovanju uporablja globalno usklajen program upravljanja, s katerim zagotavlja, da varnost ljudi ter varnost, kakovost in trajnost naših proizvodov niso nikoli ogrožene. Vsi udeleženi v razvoju in proizvodnji – od odkritja do dobave proizvoda – upoštevajo vse ustrezne standarde in pravilnike, dobre proizvodne prakse, varnost in kakovost izdelkov ter delujejo skladno z vsemi veljavnimi zakoni in predpisi.

**4. Procesni pristop in stalne izboljšave**

Stalno iščemo možnosti za izboljšave učinkovitosti in racionalizacijo procesov, ki ustvarjajo dodano vrednost za naše podjetje ter izboljšujejo zadovoljstvo naših odjemalcev. S tem opolnomočimo vse posameznike z razumevanjem, kakšen je njihov prispevek v tem procesu, z usmerjanjem svojega vedenja ter grajenjem kulture kakovosti. Izvajamo redne primerjalne analize s podobnimi družbami v naši panogi, da prepoznamo svoje slabosti, hkrati pa tudi najboljše prakse in tehnologije, potrebne za ohranjanje naše konkurenčne prednosti.


**5. Opolnomočenje zaposlenih z mislijo na kakovost**

Razvoj zaposlenih je ključni del poslovne strategije družbe IFF. Svojim zaposlenim zagotavljamo prava orodja, znanje in izkušnje, ki so potrebne za sprejetje neodvisne odločitve v interesu naše organizacije. S tem gradimo delovno okolje, ki sprejema in spodbuja stalni razvoj ter postavlja kakovost v samo središče naših vrednot.

S spoštovanjem,



Fred Flores  
podpredsednik uprave, globalna kakovost  
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	<b>Policy:</b> Global Quality Policy	
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Our commitment to quality defines who we are as IFFers. Our culture is fueled by our four corporate values of **passion, creativity, expertise and empowerment**. Every day is an opportunity to make a difference, not only in our lives, but the lives of the people we serve through safe practices, responsible manufacturing and quality products. It is our mission to delivery high quality and safe products that protect consumers.

**We deliver on our commitment through our guiding principles and fundamentals;**

**1. Deliver safe products and services that meet customer expectations.**

By actively listening to the voice of our customers, we continuously improve and deliver safe products and services that meet our customers’ requirements, needs and expectations. This is accomplished with our commitment to the highest standards of quality, product safety, social and environmental responsibility and ethical conduct.

**2. Source consistent, quality products and services.**

Through the utilization of our risk management process, vendor development programs, technologically advanced analytical capabilities and sensorial skills, we carefully select the sources of our products and services. Through monitoring and effective quality control in our manufacturing, we verify our vendors’ ability to deliver products that meet our global material specifications and service requirements.

**3. Harmonized Management System**

Through structured assessment and implementation of corporate requirements, IFF utilizes a globally harmonized management program to ensure human safety; product safety, quality, and sustainability are never compromised. Everyone from discovery to the delivery is mindful of all the relevant standards and policies on employee safety, good manufacturing practices, product safety & quality, and to operate in accordance to all applicable laws and regulations.

**4. Process approach and continuous improvement.**

We continuously focus on finding efficiencies and streamlining processes that adds value to our business and increase our customer’s satisfaction. Thereby empowering every individual an understanding of how they contribute, by focusing their behavior and creating a quality culture. Regular benchmarking against industry peers are performed with the goal of identifying shortcomings, best practices and technologies, needed to sustain our competitive edge.

**5. Empowering employees with quality in mind.**

Employee development is a key part of IFF’s business strategy. We provide the right tools, knowledge and experience they require to make specific independent decision for the interest of our organization. This creates a workforce environment that embraces continuous improvement and quality as a core value.

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