

	Company Policies			
No.: FP. 5.2-2 (English)	Policies of the Quality Management System			
	Version: 6	Efektive Date: 24/01/2025	Classification: B	Page 1 / 5

Preface

PRODYN is engaged on the shoe business including production, sales and consulting. The company is dedicated to costumer satisfaction, driven by principles of the general care and continues improvement of the Management Integrated System and its performance.

Overall aim of Prodyn is to:

- Offer best products and services based on agreed standards.
- Achieve highest level of customer satisfaction and, at same time, to contribute on development, efficiency and productivity of our clients.
- Continuously develop our employees, enrich their skills, values and the profit from them.
- Use data to improve our products and services thru most updated data and best practices. This is implemented offering products and services on time, qualitative and within budget.
- Create and strengthen the position of “trusted partner” for actual & potential clients/partners as well as authorities which do need/should gain info/data from Prodyn.
- Ensure all our products and services are developed in line with highest standards, ethically and technically.
- Assure highest level of quality, environment friendly, free of hazards for health and safety at work, thru continues improvement of processes and activities which are performed in our company.

To achieve its aim, Prodyn are committed to:

- Develop a positive approach towards the process to establish an analytic system thru documented information.
- Make Integrated Management System part of the Prodyn culture and daily implementation as our long-term dedication to quality, health and safety at work, continues improvement and satisfying of the interested partners.
- Ensure understanding & compliance with relevant regulatory and law requirements, and other contractual regulations in power within the work environment.
- Integrate adequate technologies and methods to improve quality and health & safety at work.
- Plan expected changes, evaluating risks and potentials to take necessary measures to prevent, diminish or control risks related to quality and health & safety at work.
- Assure that risks against company are monitored and reviewed.
- Ensure the adequate measures and controls for quality and H&S at work are defined.
- Make sure the info and all needed sources to achieve aims and objectives are available.
- Ensure compatibility of the work procedures with self-discipline and awareness of employees' responsibilities.
- Solidify the self-consciousness, ability and competency of employees and contractors, as well as encourage dialog with outsourced suppliers, clients and community.
- Review continuously adoptability, applicability and efficiency of the Integrated Management System.

This policy is communicated to all employees including the ones working within or on behalf of Prodyn, as well as the interested parties on their request. Integrated Management System (IMS) is reviewed in the reviewing meetings to ensure it is still effective and implementable for the company, aiming to promote continues improvement.

At same time, IMS for Prodyn means engaging, development, added care and treatment for our employees who are main asset of the company.

Internal policies and procedures are on continuous development, to make changes when and where is needed and/or appropriate.

The background of Prodyn/EFA

EFA Solution is created at the beginning of 2015; its main activity is to offer integrated services combined in the sector of shoes production and trade.

In Sep. 2016, the Administrator decided to start up with the production of shoes, establishing Prodyn Albania sh.p.k. to fulfil specific and complex requirements of the partners.

That is, Prodyn/Efa are specialised on shoe production for foreign clients on its factory, as well as contracting services to local shoe producer

With the company's remarkable development, key executives have decided that starting in 2020, EFA / Prodyn will expand its operations in the production of Personal Protective Equipment(PPE), seeing other opportunities to adapt to market demands after the global pandemic.

Our business is organised in a spacious area of 2,190 m² office and warehouse and 12,120 m² factory, ensuring optimal conditions for employees and transport facilities being situated close to main cross roads, harbour and airport with potential to enlarge further our business.

There are more than 3,500 different SKUs circulating in our warehouses, which are the base to produce over 250 types of shoes.

Why do we need systems?

Quality Management System (QMS) is important for the nature of our company, our products and requirements of consumers and regulators.

The policy for documents and records

Aim of the documenting at QMS: preparing, reviewing, checking and distributing of documents. Documentation and reviews are taken into consideration and approved before distribution, and all reviews and their level are recorded.

Appropriate documents are available for employees at their work place where may be used, and/or on Share Drive. Outdated versions of documentations are not available at the points of use. Documents from outside company are identified and their distribution is checked.

Quality data are defined and marked for tracing to facilitate their review and improvement. Data are stored at appropriate places to minimise potential damages. Quality data are stored for a certain period of time in compliance with laws in power and ISO 9001:2015 procedures.

Top management engagement policy

Top management at Prodyn have the ultimate responsibility to create, implement, maintain and improve the quality system. Their engagement is shown thru important communication to fulfil requirements, to create policies and quality targets, review QMS and secure resources needed.

- Top managers are all managers and directors reporting to the Administrator of the company: Factory, HR, Finance, Supply Chain, Quality and Complaints, Procurement etc. These managers form the Company Board (CB).
- CB is engaged to communicate the importance of fulfilling clients' needs as well as the law and regulatory requirements.
- Top managers define aims and objectives of quality management.
- They review periodically QMS to ensure stability, adaptability and efficiency of continuous improvement.

Resources Policy

Company Board is engaged to ensure resources needed to create, implement and improve the quality management system.

Consumer Focus Policy

Main target of the QMS of the company is focus on the clients and consumers, with special care to the consumer satisfaction. The key to achieve clients' satisfaction is good understanding of their demands and ability to fulfil these demands ongoing.

Quality Policy

Prodyn is engaged at all levels fulfilling all clients' demands, improving clients' satisfaction thru measure, review and continues improvement of our products and services. Our clients gain via qualitative products and services delivered on time.

Company Mission

Engagement of company management is expressed in our company mission:

“Our mission is to become a leader in the footwear & personal protective equipment industry through easy approaches, fast solutions, offering accurate services and quality products to clients, consumer satisfaction, growing the company’s revenues and employee benefits.”

We truly believe that our long-term success will be achieved fulfilling and possibly exceeding clients' expectation regarding the quality of our products, time delivery and the trust to services we offer – this is our declared goal. Especially, we aim to produce and supply our clients with most technologically advanced products.

Our values are the foundation to achieve our success defined by our mission.

Prodyn Values

Our values are defined on company Code of Conducts. Our values are at the hart of developing company policies as referred to by the Administrator of the company:

Message of the Administrator on Ethical Business Conduct

“Prodyn team is divers; what binds us together are our values. Over almost 5 years Prodyn has been evolved into a company driven by both integrity and reputability making us proud of the fast & secure development.

The responsibility to further build and develop our core values lies with each of us. This is a duty we must uphold to our clients, to the public at large, and most importantly, to each other.

*Prodyn/EFA's Code of Conduct defines how we live and work: **be good, honest, fair, loyal, accurate and respectful.** These core values make us at Prodyn different, bring us together to achieve our goals and to be successful.*

I thank all of you for your hard work and your ongoing commitment to the values which define our success here at Prodyn for today and the future.”

Organization and Communication Policy

Functions and their interaction within company are determined and communicated to all employees of the company. Company Board assigns one representative manager responsible to create and maintain the quality management system and reporting of its performance.

Policy of Management Review

Top management reviews periodically the quality system. The reviewing process evaluates adoptability and efficiency of the system, identifying potential for improvement, and considering needs to change the policy and targets of the policy. Results of the review are documented.

Resources Assurance Policy

Top management is dedicated to ensure resources needed to implement and improve quality system, as well as the dealing with consumer/clients' satisfaction.

Policy of Self-consciousness and Development

Prodyn identifies personnel development needs, ensures appropriate actions and evaluates the efficiency of the training offered. Employees responsible to fulfil specific tasks, operation and processes are trained and do possess the adequate qualification. Employees are conscious of the importance of their activity and how to contribute to achieve quality targets. The company prepares records of the qualification and training of the personnel.

Infrastructure and Work Environment Policy

Infrastructure, equipment and work environment are prepared and maintain, ensuring to adopt to the agreed standards for employees and products. This includes planning, H&S and objectives to take care for employees, work environment, equipment, software and other associated services.

Product Planning and Implementation Policy

Planning of production processes includes definition of quality targets for the products; development of required processes and respective documentation; creation of verification programs and validity of the products. Planning defines requests for needed data to show the process of the product conformity.

Clients Compliance Policy

Technical data of products are defined to fulfil demands of clients/consumers and legal, regulatory standards as well as other demands which may be specified by clients. Company management define models of getting complains and dealing with them, as well as taking necessary steps to prevent happening again in any of the factory departments. At same time, analyse are conducted to find out the reasons of the defects/unconformities; review needs for improvement and prepare procedures to communicate agreed steps to the clients.

Product Design & Adopting Checking Policy

Prodyn has defined processes of product design & adopting and, it has planned them. Activities of design/adoption are identified, qualified personnel are appointed, with specific responsibilities of design/adopting. Modalities of organising and control are specified. The design is verified and, when applicable, samples are tested in production or with other means. Production of samples is documented and checked before starting production and preparing production orders (POs). Changes of designs are checked.

Procurement Policy

Prodyn evaluates suppliers and their products to ensure contracting only the ones fulfilling quality standards for production. The performance of suppliers' quality is monitored and evaluated. Suppliers are verified and certified for the quality and law implementation. Purchase is documented clearly, describing fully the products ordered, including quality. Purchase documents are checked and approved. Products purchase are checked before warehousing and/or transporting.

Operational Policy

Information of products and processes as well as the respective working guidelines are created and communicated to the relevant personnel. Operations are monitored, production processes are checked, and are tested whenever needed. At same time, machinery and equipment used for production are monitored and their activity is measured. Methods to launch and distribute products are defined.

Raw materials, components, parts, underlayers/uppers and finished goods (FG) are identified. Tracking of materials and processes is recorded and saved if required. Inspections are performed and the status of products testing is recorded.

Products supplied by clients are normally checked as per procedures. Machineries, equipment, software or other properties of clients are recorded on the respective systems.

Products of a client lost, damaged or non-conformity are registered and reported to the client.

Appropriate methods of treatment, storage and safety are applied to prevent damage of products ore quality deterioration. Movement of products inside and outside warehouse is checked. The condition of products at the warehouse is assessed regularly. Packing materials of our products and methods are specified and controlled. The company uses the latest technology.

Measuring and Monitoring Equipment

Adequate equipment for measuring and monitoring are selected and stored to assure that measuring accuracy is in line with standards. Equipment used to assure compatibility of the products are calibrated using the ISO calibration and traceability defined standards. The status of calibration of measurement equipment is identified and recorded. Measurement equipment are stored as per requirements and their use is checked.

Measuring and monitoring

Clients' satisfaction is main target of quality system and the level of consumer satisfaction is the most important measure of the effectivity of our system. Clients' satisfaction is measured collecting & analysing direct reactions of the clients and measuring secondary indications of the clients' satisfaction. Clients' satisfaction data are used by management to identify possibilities and priorities for improvement.

All activities and fields linked to the quality system are audited at least once per year. Audits are planned based on the status and importance of the activities. Internal auditors are not in the direct line of management with people who have direct responsibility for the audited activity.

The conditions of the conformity which bring into the attention of the responsible managers corrective actions to take as per recommendation of the audits are identified.

Process of the quality system are monitored to assure achievement of the planned results. Characteristics of the product are measured thru inspections, testing of products and other verifying activities, as defined on plans of control. Findings of the conformity of the products are recorded. Finished goods are released only when all specified activities are performed with satisfactory results.

Control of the nonconformity products

Non-conformity products are identified, documented, evaluated and are not allowed to be used or transported. Repaired or refined products are reviewed and re-evaluated. In cases the non-conformity of product is identified after it is handed-over, the adequate actions are taken. When/if possible corrective actions are taken as well as preventing activities are devised to avoid future non-conformity as the ones identified.