

Quality Policy

Satisfied customers are the driving factor in the company's quality policy.

According to this policy, all of the company's products and services are provided in a manner consistent with the customer requirements.

The company will act to achieve high customer satisfaction while complying with relevant legislative requirements and is committed to quality assurance that will provide high and competitive value to these products and services.

Quality is realized by the company's employees and managers in terms of excellence and continuous improvement, starting from individual actions and resulting in the company's achievements as an organization.

The organization's management recognizes the possibility of employee errors, encourages employees to report on discrepancies and will work to reduce the causes of human related error.

Implementing an efficient and effective management system based on defined processes, prevention, measurement, control and personal responsibility for creating quality with a value system that supports human capital: professionalism, excellence, innovation, continuous learning across all organizational levels.

The organization conducts its business in a responsible and fair manner, so that all its activities are carried out in accordance with the law and the rules of proper business conduct in Israel and abroad. All employees are required to act with integrity, honesty, and fairness towards related parties including customers and suppliers.

In order to implement this policy, the company invests the necessary resources, both in the quality of materials and products, in the service, installation and maintenance processes, in the cultivation of human resources and a pleasant work environment. The organization will ensure a calm, healthy, safe work environment for its employees, with minimal stress that encourages creativity and productivity while preventing discrimination and confrontation.

The organization encourages the improvement of employee professional capabilities, expertise and skills, in various ways, including training and continuing education.

Responsibilities of all company managers:

- Implementing the quality policy.
- Initiating improvement actions in their areas of responsibility.
- To clarify to each employee his or her organizational departmental responsibility and the importance of quality and excellence.
- Set departmental goals and strive to achieve them.
- Managing the efforts for continual improvement

Responsibilities of all company employees:

- Understanding the expectations of internal and external customers and acting to realize them.
- To perform quality work - subsequently reducing the dependence on auditing and examination.
- Initiating improvements in the company's work processes.
- Report, in real time, any unusual event/inconsistency/damage.
- To maintain the environment and safety at work, in all processes and throughout the company.
- Adhering to the rules of the ethical code, in addition to observing laws and regulations.

In the framework of the requirements, Fibernet is required to prevent environmental damage and continuous improvement of environmental performance, including recognition of natural resources as public resource.s

Quality assurance model:

The quality system model will be in accordance with the requirements and implementation of the international standards: ISO 9001:2015, ISO 13485:2016 and AS9100D.

All our suppliers must comply with Conflict Mineral [3TG: tantalum, tin, tungsten, gold] including sending a declaration of compliance to Fibernet.



Avner Aslan, CEO
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