

At Elestra d.o.o., we are dedicated to delivering comprehensive, high-quality services in metalworking, as well as in the development and manufacturing of mechanical components and systems.

Our objective is to provide our customers with specialized solutions characterized by exceptional precision and quality, thus establishing ourselves as their trusted partner. We strive to consistently meet and exceed customer expectations by cultivating honest relationships, promoting innovation, enhancing efficiency, and pursuing continuous improvement—thereby ensuring sustainable business success.

Our quality policy adheres strictly to the ISO 9001:2015 standard and is founded on the following core principles:

1. Customer Focus

We aim to fully understand and satisfy our customers' requirements, placing particular emphasis on precision, reliability, and timely delivery. By maintaining close communication and nurturing long-term partnerships, we ensure that our products consistently meet or surpass customer expectations.

2. Continuous Improvement

We are committed to continually enhancing our processes, products, and services. By embracing advanced technologies and optimizing resource utilization, we regularly monitor our performance, conduct systematic reviews, and implement targeted actions to strengthen our quality management system.

3. Employee Engagement and Expertise

Our objectives are achieved through the efforts of a small but highly skilled and dedicated team of professionals, who uphold quality standards in all tasks. We invest in their ongoing training and professional development, and actively promote a collaborative working environment.

4. Regulatory Compliance

We fully comply with all relevant legislation, regulations, standards, and internal guidelines, ensuring our operations consistently meet established requirements.

5. Shared Responsibility

Every employee at Elestra shares responsibility for product quality, customer satisfaction, and the overall effectiveness of our quality management system. Management actively supports this by providing necessary resources, clear guidance, and a conducive working environment, enabling all team members to contribute meaningfully to our common goals.

Manager

dr. Miha Vrhovec