RAPHAEL

Quality Assurance	Quality Manual	Edition: 22
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Prepared by	QA Manager: Katherine Guryev	
Approved by	CEO: Sara Rotem	

Quality Policy

Raphael's Factory Quality Policy aims to produce high-quality products that meet both national and international standards, satisfying our customer's needs. The company's management believes that an organizational culture built on values such as responsibility, proactivity, mutual respect, teamwork, and the desire to improve is essential for creating quality products that meet customer expectations and requirements, as well as for the long-term development and growth of the company.

To achieve our quality objectives, the company has adopted the ISO 9001:2015 and ISO/IEC 17025 standards for Rafael's laboratory. To implement these standards, this Quality Manual and the company's procedures have been established. The purpose of these documents is to establish a quality assurance system that ensures the quality level conforms to the various standard requirements, including ISO 9001:2015, ISO/IEC 17025, PN111 (BRE), ISO 4064 (water meters), ISO 1230 (butterfly valves), ISO 448/1 (fire hydrants), FM/UL (hydraulic valves), as well as other external requirements. Additionally, these documents define the methods and procedures to achieve the company's quality objectives.

The effectiveness of the company's quality system is evaluated through ongoing discussions in management surveys, semi-annual reviews conducted by the Israeli Standards Institute, and other relevant regulatory authorities. The senior management ensures the integrity of the management system when planned changes are implemented.
Raphael management dedicates all necessary resources, equipment, human resources, and budget to ensure that all employees of the factory, laboratory, and organization's managers are aware of the declared quality policy. They are expected to understand and implement their responsibilities in their respective roles.
The company's management and laboratory work to enhance the professional level of employees through appropriate training and development activities as needed.
Both the factory and the laboratory strive to meet and exceed customer expectations regarding the level of service provided to them.

Surveys conducted by the management in "Raphael Valves Industries (1975) Ltd." organization serve as a framework for setting quality objectives and reviewing them. The company's management considers achieving the following quality objectives as crucial:

- Cultivating a culture of quality and excellence based on values: responsibility, proactivity, mutual respect, teamwork, and a commitment to continuous improvement.
- Continuous improvement in all company domains, processes, and products.
- Continuous improvement in customer satisfaction.
- Growth in production efficiency and profitability.
- Reduction of defects and non-quality costs.
- Minimize work-related accidents and environmental incidents.
- Preserving the quality of the environment and conserving energy, water, and resources.