

Quality policy of Plyterra, JSC

Plyterra, JSC is a major producer of birch plywood, one of the leaders of woodworking industry in Russia.

The activity of our company is aimed at increasing the satisfaction of our customers by fulfilling their requirements, improving the level of service, and producing exceptionally high-quality products, which we can be proud of with good reason.

We aim to achieve this goal by implementing a quality management system that complies with international standard ISO.

We use a process approach and risk-based thinking in our activity, while the principles of sustainable development are immutable for us.

We work hard to make the buyers of plywood all over the world unconditionally associate Plyterra with quality and reliability. We ask for feedback from our clients and introduce changes based on their valuable opinion. We are always very attentive to the complaints of our clients and, if any, react fast and effectively to minimize their negative effect on the interests and reputation of our clients as well as to prevent such faults from happening again. We are not afraid of taking responsibility for the quality of our products. We value the reputation of our clients and highly appreciate our partnership. We believe that this is the only way to long-term cooperation.

Following the principles of sustainable development we fit our mill with high-technology equipment to modernize and improve the entire production process as well as to improve the quality and introduce new products according to the needs of our customers.

Our employees are not just employees. We are the members of one well-organized team of qualified professionals, going to one common goal. Every member of our team takes responsibility for his work and, being interested in continuous improvement, attends qualification courses, that are organized by the company, and obtains necessary knowledge to enhance the efficiency of quality management system. Customer-oriented approach is in the heart of our business. It motivates and inspires all the members of our team. We enjoy what we are doing and strive not to meet but to surpass the expectations of our clients.

We operate in environmentally responsible, socially beneficial and economically reasonable way and strictly follow legal and regulatory requirements for environmental and industrial safety. Thanks to FSC supply chain certificate we are sure in the legality of origin of the raw materials, that we use in our production.

Top management is responsible for implementation of the quality policy, informing personnel about it, keeping it actual and available to all the interested parties, constant improvement of the quality management system, enhancing its efficiency as well as its compliance with applicable legal and other requirements.



Sergey Nikonorov
CEO

April 2, 2019