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Mission / Vision / Values

Mission

Provide clients with quality products and services, always presenting smart and adequate solutions, according to the market needs and demands.

Vision

Keep the level of competitiveness in the industrial manufacturing sector and invest in Research and Development (R&D) to ensure the continuity of our sustained growth.

Valuing

Professionalism: allows us to act according to high ethical and professional standards with our team and with clients.

Adaptability: acting with flexibility to answer adverse market situations.

Meritocracy: value excellence and balance the fulfilment of objectives.

Perseverance: continually pursue improvement of our performance.

Responsibility: respect the principle of sustainable economic, social, and environmental development.

Quality Policy

Jotainox - Serralharia Civil, Lda is placed on the metal market assuming the following strategic targets that frame its Corporate Quality Policy:

Focus on client satisfaction and loyalty.

Pursuit of excellence, innovation, and continuous improvement.

Ethical behaviour in relation to competitors, clients, employees, suppliers, society in general and specifically regarding the environment.

Create a culture that mobilizes employees for the continuous improvement of Quality.

Promote training, information and awareness-raising initiatives that develop practices, attitudes and responsibilities geared to the skills of employees.

Motivate the personal and professional development of its employees, enhancing their engagement in company's objectives, namely regarding quality, environment, and security at the place of work.

Comply with all legal obligation and others related to the organizational activity.

Provide the maximum quality and efficiency to the product, guarantying that it translates in the total satisfaction and loyalty of our clients.

Supporting a meritocracy so that it balances the fulfilment of targets, ensuring greater justice as reward for effort and recognition, associated with the allocation of functions.

Manage the employees' skills.