

QUALITY POLICY

The basic principle on which the Quality policy is based is:

"maximum customer and interested party satisfaction, in compliance with mutual expectations and needs, obtained thanks to the high quality of the products and services offered"

Through the systematic implementation of a Quality Management System compliant with the requirements of the UNI EN ISO 9001:20015 standard, with the intention of pursuing the continuous improvement of our products and our service.

Therefore it means that:

1. We must continuously improve in search of innovative products in compliance with the applicable mandatory standards. The ability to continuously improve will be measured not only by verifying the achievement of the objectives established in the process policies, but also by evaluating the cost-benefit ratio, the value of which will be established by the Management in the review of the quality system taking into account market situations and customer expectations .
2. The Customer and the interested parties must always be held in the utmost consideration and we must all operate by focusing our attention on satisfying reciprocal requests and interpreting reciprocal needs so that they can be translated into products and services that increasingly meet everyone's expectations.
3. The ability to operate for customer satisfaction can be measured with the number of complaints, the relative costs, the delay times in processing contractual requests, etc., as well as by verifying the achievement of the objectives established in the process policies. The Management will quantify the value of these indicators during the quality system review so that they are relevant, adequate and commensurate with market situations and customer expectations.
4. Quality is a responsibility and a personal commitment of everyone and therefore it is the precise duty of the process managers and of each collaborator to work so that the foundations are laid to ensure that the objectives established in this document, those relating to the processes and those defined periodically in the management review are systematically achieved. For this purpose, compliance with the contents of the quality system procedures is of fundamental importance, the level of application of which will be measured with DEFINED PERFORMANCE INDICATORS. It will be the Management that establishes the value of these indicators during the review of the quality system and on this occasion it may possibly decide to identify (and quantify) further indicators.

The Management formally undertakes to carry out a systematic and documented review of the quality system to ensure its continuous adequacy and effectiveness in satisfying the requirements of the reference standard, the objectives expressed in the company quality policy, those defined in the processes and those that will be defined from time to time during the review itself. The review is the institutional occasion in which the measurement criteria relating to each identified indicator will be established and the necessary resources and the most appropriate and adequate means will be made available to allow the Process Managers involved to operate so that the identified objectives can be achieved . Management is aware that the contribution of each collaborator is essential for the achievement of corporate objectives, and has assigned precise tasks and responsibilities for this purpose. The Management undertakes to invest in education and training, so that the most suitable conditions are created for each collaborator to be able to carry out his activity independently and to be aware of how much his activity contributes and is important in order to achieve the quality objectives .

03/03/2023

The company management