

QUALITY MANUAL CHAP. 05

5.2 .3 QUALITY POLICIES

GENERAL OBJECTIVES

If a company is to continue to exist on the market, it must invoice, creating the necessary earnings to be able to maintain itself and to grow. As earnings are the result of client orders, and a client will order when he is satisfied with us, it follows logically that we must **ALWAYS**:

- **satisfy the client and the parties involved;**
- **work internally and with our suppliers in such a way as to create our products in the best time, at the best price, and with the highest quality, while fully respecting the relevant existing laws.**

Only then will we be able to cope with the increasingly fierce competition, and maintain and improve our position in the market.

Thus, it is obvious that the company must:

- understand the expectations and demands of its clients and of the parties involved
- have an internal organisation that is kept active, so that it can:
 - supply products and services that conform to the agreed commitments, while creating a profit
 - continue to improve the products, processes and services to satisfy the client.

COMMITMENT

The Management have identified standard UNI EN ISO 9001 as an aid to improving the internal organisation. Consequently, they are committed to satisfying the requirements of the standard and of the applicable legal provisions, to promoting continuous improvement of the effectiveness and efficiency of the QS, and to supporting this policy with the necessary resources, so that it is understood and consistently applied by all personnel. The Management use the most appropriate forms of internal communication and sensitisation (with moments of training and of exchanging considerations with personnel) to spread this Policy, and by periodically assessing the awareness of the people, the degree of comprehension and assimilation into everyday work practices is measured. The Management delegate the Quality Manager with directly providing all that is necessary to respond positively to the provisions contained in the standard, with reporting to the Management on the performance of the Quality Management System and on the need for improvements, and with ensuring that awareness of the client's needs increases within the company.

THE KEY STRATEGIES

The above-mentioned objectives should be achieved by:

- measuring the satisfaction of the client and of the parties involved
- developing the skills of those who influence the quality of our service
- increasing employee awareness
- defining the improvement objectives in the various company environments, continually measuring their level of achievement and internally reporting the results achieved
- accurately monitoring the Quality indices implemented to measure the results
- the Management periodically carrying out reviews, on the basis of what is indicated in paragraph 9.3, to assess how well the management system is working and to identify any needs and/or opportunities for improvement.

The Management rely on active collaboration and on suggestions continually made, initially, by company personnel, to achieve and keep active the above-mentioned objectives.

Vedano Olona, 25/05/2018

The Management
Piero Benardelli