

## COMPANY POLICY

Our quality policy is synthetically represented by the following concepts:

- ❖ *customer satisfaction;*
- ❖ *compliance with specifications and projects;*
- ❖ *compliance with current standards;*
- ❖ *preventing problems;*
- ❖ *continuous quality improvement;*
- ❖ *maintaining and improving the image on the market;*
- ❖ *ensuring the availability of appropriate professionalism to the stakeholder's needs.*

The operational aims to implement the quality policy are:

- ❖ *compliance with work delivery schedules, reliability, compliance with current regulations;*
- ❖ *punctuality in assistance interventions;*
- ❖ *carry out the controls provided for in the QPCs and document their implementation in a systematic manner;*
- ❖ *no complaints and no penalties for late deliveries;*
- ❖ *reduction of Non-compliance ( on materials, processes and works);*
- ❖ *punctual control of the supplies quality;*
- ❖ *improve the skills and involvement of human resources.*

*All company staff is called to cooperate to the maximum for the correct functioning of the quality system, for the continuous improvement, for the prevention of problems and therefore for the achievement of the following goals.*

30/11/2018

The Direction