

**Chapter 2: MANAGEMENT RESPONSIBILITY****2.4 QUALITY POLICY**

The fundamental prerequisites for the company's competitiveness and for its continuity lie in customer satisfaction and in the ability to continuously improve the quality of the products and services offered; these conditions must be sought with commitment and determination. In order to satisfy the customer it is necessary:

- make products that meet the assigned requirements
- respect the agreed deadlines for the despatch of deliveries
- maintain an adequate production efficiency level to guarantee a relationship between quality and satisfactory price.

Management is sure that the achievement of the aforementioned objectives is achievable with the commitment of all employees defining a model, for the Quality Management System, that is a reference for the company organization.

For this purpose the UNI EN ISO 9001 2015 edition was chosen, and in accordance with it is required to:

- define the processes that influence quality and keep them under control by creating appropriate documents
- promote risk based thinking in all company areas
- train personnel in relation to identified needs
- implement and document established procedures
- continuously monitor and improve business processes in order to increase customer satisfaction

The Quality Assurance Manager is assigned the task of maintaining the Quality Management System in compliance with the relevant standard and to inform the management about the existence of problems that cannot be directly resolved.

Management is responsible for defining specific corporate objectives, providing means and resources for achieving them and periodically reviewing the suitability, adequacy and effectiveness of the Quality Management System and this policy.

All personnel, in relation to their respective authorities and responsibilities, are required to provide adequate support and participation for the implementation of the policy stated here.