



QUALITY POLICY

The Management of TECNORD S.r.l. structure its Quality Policy on three key elements, considered at the same time, highly strategic, in order to provide products and services always in line with the new expectations of a market subject to great evolution.

The input expressed by the Management is summarized in the following points:

- Quality = customer satisfaction;
- Quality = culture, training and training of all personnel;
- Quality = technical-economic balance of all factors, for continuity.

"Making quality" means aiming to differentiate the characteristics of its products and services, through constant research, aimed at improving the processes of the organization, with particular reference to:

- compliance with applicable laws and regulations;
- efficiency of processes;
- compliance of the product supplied with the contractual specifications;
- priority search for product safety and reliability;
- prevention of defects rather than subsequent elimination;
- sensitization, involvement and participation of all the employees, to the search and proposal of solution of all the "points of trigger of the non quality";

for the activities of:

- staff training and training;
- product definition and development;
- supplies;
- execution of the transformation phases;
- material and product handling, delivery;
- Support post - sale.

the achievement and maintenance of the objectives will be constantly pursued through training and information activities for staff at all levels.

With the achievement of the objectives we intend to achieve a company strongly focused on its customers, increase the effectiveness on the market and make "customer satisfaction" the differentiating factor in a highly competitive market.

For all this, the Management is committed to take an active role in the promotion and guidance of all activities having an influence on quality, through the dissemination at all levels of the concepts presented here, and the constant verification of the results obtained.

Each year the Management, with specific objectives set, evaluates whether the contents of the Quality Policy are adequate to achieve these objectives within a set time frame.

The Quality Policy and the Annual Quality Plan, with their objectives, are based on a careful and objective analysis of the internal situation, the results achieved and the future objectives, as well as the external environment and the demands of customers and stakeholders.

The Quality Policy formalized by the Management in this Manual is distributed and illustrated to all the staff of the organization with maximum transparency, through the commitment of the Quality Management Manager and all the process managers of the Tecnord organization.

