

POLITICS of the quality management system

The organization's work is based on guiding principles that serve as a benchmark for setting improvement goals.

These principles, described below, are the strengths of the organization and are based on the interpretation of customer expectations.

OUR CONCEPT OF QUALITY IS EXPRESSED THROUGH:

The product

- Product quality
- Reliability
- Product durability
- High-performance products
- Safety and ease of use
- Wide range of products
- Customizable product in relation to customer/user needs

Business Trade Approach

- Clarity and Transparency in the relationship with the customer
- Constant monitoring of customer satisfaction to improve service and seize new opportunities
- Management of disruptions that may arise through the detection of customer complaints

The Service

- Speed of delivery
- Reliability on the delivery date
- Customization
- Management of disruptions that may arise through the detection of customer complaints

The Organization

- Involvement and participation of everyone in the improvement process
- Ongoing staff training
- Internal efficiency to reduce waste of time and resources
- Constant monitoring of customer satisfaction to improve service and seize new opportunities
- Systematic improvement, based on listening to the customer, must therefore be the point of reference for all activities conducted by the staff

The Improvement Plan established by Management regarding the organization, in line with this Quality Policy, specifies the quality objectives, the persons responsible for achieving them, and the time limits.