



## Quality policy

SP05.1-1  
Rev. 00 del 12/2019

### **Philosophy and company values:**

- o Customer satisfaction with the service received and the product purchased;
- o Transparency and respect in relations with relevant stakeholders;
- o Ambitious and far-sighted objectives but in any case concrete and realistic;
- o Culture of achieving a standard of technical, professional and human excellence;
- o Setting a benchmark in the sector by emerging in terms of service and added value;
- o Ethics and integrity of each individual employee to create the strength of the Team;
- o Work environment based on respect of values, guaranteeing decision-making power and equal opportunities for learning and personal growth.
- o Italian tradition, symbol of quality, result of innovative technology and passion.

In order to safeguard the company values pursued and to successfully manage its organization, the General Management of I.S.V.E. s.r.l. has implemented a **Quality Management System** in accordance with the spirit and letter of the international standard **UNI EN ISO 9001:2015**.

To this end, the following objectives have been defined for the maintenance and consistency of the QMS:

### **Meet customer needs** through:

- Timeliness in interpreting the technical requirement;
- Competitive prices;
- Availability of our staff;
- Right management of the commercial parameters and transparency of the information provided.

### **Ensure monitoring and changes in the context in which the organisation operates**

through:

- Periodically analysis of risks and opportunities related to the management of the company's business;
- Analysing and keeping under control the expectations and needs of the relevant stakeholders;
- Collection and analysis of technical and commercial data for continuous and evolutionary improvement;
- Constant monitoring of economic parameters for accurate knowledge of balance levels.



## Quality policy

SP05.1-1  
Rev. 00 del 12/2019

### **Guarantee the quality of the supplied products** through:

- Accurate execution in accordance with internal operating instructions, technical specifications and relevant national and international standards;
- Adequate testing system to guarantee the quality of the supplied product.

### **Ensure reliable suppliers** through:

- Continuous research and qualification of suppliers;
- Careful analysis of the Quality Level and punctuality of suppliers;
- Constant involvement in the process of improving production parameters.

### **Develop new technologies and materials** through:

- Innovation and technological updating;
- Study and design of new products;
- Consolidated methodologies and refinement of the supplied product;
- Development of the manufacturing process for new products;
- Optimisation and standardization of existing processes.

### **Meet the needs of its staff** through:

- Involvement and awareness of all actors regarding the quality policy;
- Sharing and communication of personal needs;
- Adequate working environments punctually sanitized;
- Respect for health and safety, including the use of appropriate PPE;
- Training for the joint achievement of objectives.

The General Management is committed to pursuing these principles in order to monitor internal efficiency and ensure a commitment to continuous improvement of the Quality Management System.

Date of issue: 04/05/20

**The General Management**