

COMPANY QUALITY POLICY

The quality policy pursued by **Tecno Impianti Srl** is based on the principle that the development and application of the “Quality management system”, in accordance with the norms UNI EN ISO 9001:2015, represents the main factor of excellence and competitiveness of the company.

For that purpose, the Management of **Tecno Impianti Srl** has established the following fundamental guidelines:

- Pay the maximum attention to the requests of the involved parts, the requirements of the applicable norms and regulations and to the continuous improvement of the organization and the satisfaction of customers and involved parts.
- Pursue the quality in all the phases of every process, where every resource is involved into the reaching of the targets.
- Commit to make decisions and take actions based on analysis of real facts, balancing them with experience and intuition.
- Engage into the improvement activity, in order to pursue the company strategic targets, in accordance with the existing laws and regulations.

The Management regularly verifies that this policy is appropriate to the targets and the company environment, implemented and shared at every level of the organization and the involved parts, establishing targets of continuous improvement and satisfaction of the customer.

In order to obtain this, the Management commits to:

- Periodically analyze the company environment in which is operating.
- Execute an evaluation of the company risks and define the rules for their reduction, repeating the same periodically.
- Establish stimulating targets and accomplishments which would create a clear vision of the future of the organization.
- Provide staff with the necessary resources, training and freedom for acting with responsibility.
- Promote communication between the different levels of the organization.
- Take into account the needs of all the involved parts, included customers, ownership, personnel, suppliers, local communities and collectivity in general.

In order to reach these targets, are scheduled:

- Specific periodic meetings.
- Technical and qualitative improvement plans.
- Involvement of the chosen suppliers and external co-operators into the Company Quality politics.
- Internal and external verifications of the Quality Managing System.

Within the policy and strategies for the quality, **Tecno Impianti Srl** pursues the following PRIMARY TARGETS - defined on parameters which are clearly identifiable and measurable:

- **Expansion of market share**
- **Containment of number of interventions under warranty**
- **Reduction of returns and claims by the Customers**
- **Optimization of relations with suppliers**
- **Optimization of processing times of the orders.**

Such targets are inserted into the Improvement Plan, which represents the main directional instrument for translating and actuate the principles of the Quality.

Valgrehentino, 16 giugno 2017

Owner/CEO
Gnecchi Roberto
