



MANUAL MANAGEMENT SYSTEM

Quality Policy

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QUALITY POLICY

ITALIAN PIPING & SOLUTIONS srl with the adoption of the **UNI EN ISO 9001: 2015 Quality Management System** intends to benefit all interested parties and in particular:

- **Customers** can get products that meet their needs and according to the specified requirements.
- **Internal staff** for better working conditions, greater job satisfaction, improved safety, motivations and more employment stability.
- **Property** with better operation results and market expansion.
- **Suppliers** for stability of rapports and job increase
- **Company** to be in compliance with the legislative requirements.

In particular, the main **aims** that Management intends to follow are:

1. Through appropriate commercial strategies, increase sales volumes;
2. Achieve and consolidate a fair standard of customer satisfaction;
3. Achieve a proper standard quality to the finished product;
4. Select suppliers and, as partnership, continuously monitor performance;
5. Compliance with regulations regarding your business object, ensuring that the parties needs are met;
6. Ensure flexibility in the service, to manage promptly all customers' requests without affecting product quality and process efficiency;
7. Valorize communication, especially to the outside;
8. Continuous improvement of business performance to ensure a better customer service to all interested parties.

To achieve these aims Management is committed to:

- Provide the necessary resources both economic-technical and personal-professional, to let business policy be understood, implemented and supported at all business levels.
- Implement a continuous training process of human resources in order to train competent and qualified professional figures involve the functions, and engage them in achieving the objectnes.
- Give the authority to the quality manager to ensure the correct management of the System.
- At least once a year review your quality management system on the basis of the achieved results the Management evaluates its adequacy and effectiveness and defines accordingly new objectives and resources needed to reach the target.

The Direction

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