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The Management of Italsensor S.r.l. establishes company strategies in full awareness of the need for an integrated vision of the organization, in which the "quality" aspect is the foundation of all the other aspects that contribute to outlining the strategies themselves.

This precise will is defined and documented in the **QUALITY POLICY**, which is a global commitment that Italsensor assumes towards its customers: in order to comply with this commitment, a QMS was implemented in 2009 in accordance with the UNI EN ISO 9001: 2008 then updated in 2018 in accordance with the UNI EN ISO 9001: 2015 standard.

In consideration of its ever-increasing commitment on national and international markets, Italsensor has defined a quality policy based on the following points:

- achievement of customer satisfaction objectives
- compliance with explicit and implicit customer requirements
- compliance with applicable laws and / or applicable regulations
- continuous improvement of the quality of the services / products supplied to the customer
- maintenance and improvement of its image to all customers
- minimization of Quality costs.

For this reason and in consideration of the difficult market conditions, the **objectives** set by Italsensor for the next three years can be summarized as indicated below:

1. a prompt and exhaustive response to customer requests / needs
2. respect for punctual deliveries
3. the reduction of costs caused by errors and waste
4. improvement of product quality and production efficiency
5. revenue growth

The Top Management, recognizing that the Quality of the services provided is not, and can not be the responsibility of a single person, but the result of the interactions across the entire structure, ensures constant monitoring of the principles expressed in the Quality Policy, considering them as an integral part of the responsibilities, work and tasks of each individual function that is part of the entire business system. The annual objectives consistent with the quality policy will be agreed and periodically monitored with each of the managers of the company processes, in order to verify the correct progress.

The policy will be **reviewed** annually by the Management, in order to verify its suitability taking into account:

- of the philosophy, the mission and the business strategies
- The Company periodically analyzes its organizational context in order to evaluate the effectiveness and congruity of the system.
- The Company also analyzes business risks and opportunities for the development of processes and strategies.
- analysis of the external environment related to both the national and international markets in which it operates or in other markets linked in some way to that of the company
- achievement of the defined objectives

The Management

