



5.2 QUALITY POLICY

The Italvalvole CEO has issued the quality policy and ensures that it:

- * is appropriate to the organisation's needs as it is the result of an accurate analysis of its mission
- * includes a commitment to meeting customer requirements and continuous improvement of processes and products
- * provides a framework for setting and reviewing quality objectives consistent with the policy
- * is communicated and understood at all interested levels of the organisation through appropriate dissemination
- * is reviewed during management review for its adequacy to the needs of the business and customers

Italvalvole's policy is to pursue the following objectives with determination:

- * to manufacture and market the most complete range of valves and actuators, complete with their accessories in the plant engineering field, to achieve and maintain the best compromise between quality and price of the products served in relation to the changing needs of the market; all the above products must be manufactured in compliance with the applicable standards and binding directives (section 2 ' normative references)
- * guaranteeing the satisfaction of the expressed and implied needs of the customer thanks to a constant commitment to monitoring the market, expanding the offer through the provision of ancillary services (special packaging, transport, consultancy), making use of a capillary distribution and resale network with a large and selected pool of suppliers with a view to satisfying the most diverse needs of its customers without ever neglecting knowledge of current guidelines and laws
- * Maintaining and updating the organizational and management system through all available technological tools and researching the most advanced solutions

The rapidity with which the market evolves , with which the rules that define it change, and the legislative complexity of the different geographical areas into which products are placed require responsive skills and readiness for change.

The trend toward globalization leads to an evolution of the role of the supplier who must facilitate its customer no longer only with the continuous improvement of the product but with the service itself, which must translate into a constant knowledge of the laws operanti in the sphere of INTRA and d EXTRA European exchange guaranteeing and tracing the origin of the goods.

Italvalvole believes that the implementation, verification and continuous improvement of the quality management system is the appropriate tool for implementing its policy because it allows for real-time, if not advance, changes necessary to better follow and anticipate the changing market.

Italvalvole's quality system is based on the following fundamental principles:



1* CUSTOMER ORIENTATION

In-depth knowledge of one's customers increased through a relationship of mutual respect enables one to better understand their implicit needs, anticipate their expectations, and involve them in improvement activities. Likewise, it enables one to assess with reliable data the risks dictated by the market downturn and also select reliable customers from those now bent by the negative situation.

2* LEADERSHIP OF LEADERS

Having clear points of reference within the company facilitates the communication process, both internal and external. It also becomes essential for promoting goals at the established company levels.

3* STAFF INVOLVEMENT

Within a small- to medium-sized company, the engagement of each individual person is of paramount importance

It is only through involvement that staff can be stimulated to the quality of work and its continuous improvement. By highlighting the added value brought during their work activities, the individual person is able to understand his or her role within the system and grasp the cultural growth value inherent in training in experience and comparison

4*-PROCESS-BASED APPROACH

By describing each activity within a process, one is naturally guided to highlight the links between the activity and the objectives. One is able to capture, therefore, its effectiveness.

It also facilitates viewing the human resource in the dual role of supplier and customer

- as a supplier, in assuring the highest level of quality in the product/service of his work, proposing improvements and committing himself to carry it out correctly so as to avoid further burdens.

as a customer in demanding the highest level of quality from those who perform the work upstream of his position

5* SYSTEMIC APPROACH TO MANAGEMENT

The set of processes developed and identified to activate the policy ensures the availability of data, their comparison to assess the degree of achievement of objectives and the possibilities for improvement

6* CONTINUOUS IMPROVEMENT

Staying within one's own market and/or looking to new ones requires continuous re-analysis of the system to eliminate non-value-adding activities and exploit emerging elements for improvement.



This process must be measured above all in relation to the customer, the product, the employees, the company and the state and the relevant legislative constraints

7* DECISIONS BASED ON FACTS

It is important that the right people make the right decisions at the right time. Having defined a system by processes and the necessary contact persons is the basis on which this principle can be implemented, based on factual data collected and measured by the Management System implemented

8* MUTUALLY BENEFICIAL RELATIONSHIPS WITH SUPPLIERS

The selection of suppliers is done by focusing on those who have a common purpose with respect to the company policy. The relationship that is then established is based on the following concept treat: the supplier as the company agrees to be treated by the customer.

5.3 RESPONSABILITY

Italvalvole CEO assumes the responsibility of disseminating and supporting the Quality Policy with the most appropriate resources and means clarifying and assigning specific responsibilities to each employee for its implementation. CEO also plays the role of Management Representative

Owner

Spadon Omar