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Reg.Imp. BG-C.F.-P.IVA 02988940165

R.E.A. 339885 Codice Univoco BA6ET11

Quality Policy

The Quality Policy, documented below, defines the points and values that the Management intends to place as a reference to all company functions to meet customer expectations.

The corporate strategies, which translate into specific objectives and goals, are:

- systematic commitment of the Management to guarantee the continuous improvement process;
- control and optimize company processes, correcting non-conformities due to waste and defects to continuously improve performance;
- involve and involve staff at all levels for the achievement of corporate objectives;
- to base the relationship with the Customer and with the interested parties on the maximum collaboration, always and in any case trying to evaluate all requests in order to give timely answers, adequate solutions and understand any implicit needs that can be satisfied or generate opportunities for new services;
- maintain adequate resources for the structure;
- identify the training needs of personnel to plan coherent and targeted interventions aimed at guaranteeing the maintenance of skills and professional growth;
- measure performance and define objectives and targets consistent with the resources and the role it assumes in the area of competence;
- determine the risks and opportunities that need to be addressed to provide assurance that the Quality Management System can achieve the expected results.

Together with the general objectives, ITEM Electric Srl defines specific qualitative objectives year by year also in relation to aspects such as:

1. customer satisfaction;
2. the acquisition of new skills and professional experience of the staff and the maintenance of those acquired;
3. the improvement of the company's production efficiency

The Quality Policy is periodically reviewed and when necessary a new Policy is published.