

INOXA Srl recognizes Quality as one of the top company's priorities; for this reason a Quality Management System (QMS) based on the UNI EN ISO 9001 standard has been defined.

In this way INOXA implements an effective management method, capable to achieve the following goals:

- comply with ISO 9001 standard regulations, that INOXA has willingly adopted.
- meet customers' needs, in compliance with national and international regulations;
- design new products and processes, to meet the expectations of customers and stakeholders.
- reduce "Non-Quality costs" wherever possible, to improve the company performance.

The achievement of the above goals must be reached through:

- the definition of the context, the risks analysis of the QMS processes and the company organization policy;
- the definition of the activities and processes to reach the targets, to ensure and promote a continuous improvement;
- the fast and effective management of the Complaints/Non conformity issue and consequent After Sale service, and identification of the causes.
- introducing a risk-based approach in the company, aimed at identifying the problems' causes and promptly taking measures necessarily to their prevention.
- determination of the responsibilities and identification of the authorities preposed for the executions of the Quality processes
- information, training and awareness of all interested parties (staff and cooperators) involved in the Quality policy, to play a proactive role in the company.
- identification and acquisition of material resources (technologies, tools, etc) to improve the Quality Management System (QMS)
- monitoring and analysis of the results of the Quality processes and performances
- regular check of the QMS and of the current policy, updating them in accordance with the strategic guidelines, the corporate purposes and the context of the organization.

For this reason, the Management has assigned:

- to the Head of QMS: the task to ensure the implementation, surveillance and active maintenance of the QMS processes, in compliance with all the regulations, and to regularly report the results to the Management.
- to the Company Managers: the responsibility and authority to ensure the application of the QMS in the Company, according to their activity, and raising awareness among their staff.

All the staff and cooperators carry on their activities taking into account the above-mentioned goals and suggesting any kind of improvement, in order to achieve a high standard of competition, to improve business effectiveness and to increase customer satisfaction.

The Policy is available to all Company interested parties.

Polverigi (AN), 30/08/2019

INOXA Srl
The Direction