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5.3 Quality Policy

Management considers this a major element

5.3.1 Cornerstones of the Quality Policy

The Policy identified by the Management stems from the following two requirements :

- To achieve and maintain customer satisfaction.

- To improve the organisation on an ongoing basis.

5.3.2 Manifestation of the Quality Policy

The essential objective that the organisation has set itself is to achieve, in each of its operational areas, an appropriate organised level to meet the customer's requirements where no detail is left to chance or can be a source of non-conformity.

The implementation of this policy, allows, not exclusively, to :

1) Create a climate of awareness and pursuit of the customer's and the market's wishes through a series of initiatives resulting from careful commercial strategies aimed at meeting their new demands.

2) Giving customers confidence in the way their requirements are being met by providing them with all the information they need to improve their business relationship with the O.

3) Maintain an agile and up-to-date quality management structure by carefully evaluating the factors relating to new investments, the resources required and the economic returns that these investments can provide over time.

4) Giving management and administration confidence in the performance of the various activities by means of management checks and periodic reports on the activities implemented and the results obtained.

5) Create widespread awareness at all levels of the importance of training

5.3.3 - Management Commitments to Achieve Quality Targets

The targets are also contained in a separate document DQ 03, which is used by the company for the purpose of disclosing the Policy, it is also displayed on the company notice board used for internal communication.

In order to pursue the listed goals, the Management delegates:

To itself, the responsibility and authority to put in place a QMS that is fit to pursue the strategic targets defined in the Policy and to promote awareness of customer and mandatory requirements. To review the performance of the QMS annually.

To the QR, the responsibility and authority to edit company procedures, carry out internal inspections, report annually to DIR on Quality performance, verify the correct implementation of all other self-monitoring tools put in place by the Organisation (including improvement recommendations).

The Department Managers have the responsibility and the authority to apply and enforce the QMS, as far as they are concerned.

The Management undertakes to make available the resources enabling the maintenance and improvement of the QMS, within the framework of budget availability, and according to the propositions made by the function managers.

The Management is constantly and directly committed to the development and implementation of the quality management system and its continuous improvement, and gives proof of this in the daily activities carried out in person and in the Management review, and in the following ways:

- Communicating to the organisation how important it is to ensure compliance with customer and mandatory requirements;

- Establishing the quality policy;

- Ensuring the definition of quality standards (included in the management review);

- Conducting management reviews;

- Ensuring the availability of resources

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