QUALITY POLICY

AGS Torneria Automatica srl management has implemented inside the company a Quality Management System **QMS** that meets the requirements indicated in the norm UNI EN ISO 9001:2015 defining for this purpose Policy, goals and commitments for the quality.

QUALITY

AGS Torneria Automatica srl has the aim to improve steadily its organisation and to satisfy implicit and explicit expectations and needs of its customers.

Quality for **AGS Torneria Automatica srl** is synonym of customer satisfaction, improving efficiency and effectiveness of its company processes.

PURPOSES

The main purpose of this policy is the creation of procedures that all company activities, that contribute to the organisation, product and supplied service quality, carry out. Inside every procedure possible specific purposes are defined and recorded.

COMMITMENTS

In order to have this policy the Management together with the quality assurance manager are committed to:

- Define the internal and external context within which the company works.
- Define and analyse risks and opportunities of the implemented quality management system.
- Define and document the responsabilities, the authorities and the employees relationships.
- Re-examine the implementation of the Policy and the Quality Management System, verify the suitability and the achievement of predetermined company purposes.
- Measure and plan the improvement of all company processes.
- Measure the customer satisfaction level.
- Measure the performance level of external suppliers.
- Increase the training of all employees for a bigger commitment that aims to a steady improvement.
- Develop new company processes with the aim to avoid defects.

QUALITY ASSURANCE MANAGER

The quality assurance manager, that is independent from all company areas, refers directly to the management and has the responsibility to:

- Assure to the management that the Quality Management System information are updated and adopted.
- Identify and record every problem related to quality or to situations non-compliant with defined standards.
- Begin, suggest and provide solutions about quality and non-compliances.
- Verify solutions fulfillment about quality and non-compliances.
- Give information about effectiveness of the Quality Management System to all employees.
- Represent customer needs about quality (definition of special features, quality purposes, corrective and preventive actions, product development activities).

Quality policy
Approved by PRES on 22/02/2021.