

QUALITY POLICY

The basic principle of the Quality Policy of the Aignep S.p.A is to obtain the highest quality of products and processes, and the continuous search for customer satisfaction. Full compliance with all relevant laws is considered a precise corporate commitment towards employees, the community, customers and shareholders. The constant commitment to improvement, through the involvement of employees in a process of continuous improvement of the product, processes and services, completes the picture of a company at the highest quality levels.

The Quality Management System is implemented through a process approach, in compliance with the requirements of the UNI EN ISO 9001:2015 standard and the basic principles it contains, with the intent and effort to achieve the following objectives:

- spread a systemic approach to processes throughout the staff; ensure the involvement of all personnel through process leaders,
- Are commit all available resources to ensure maximum customer satisfaction, by offering products and services that meet their needs, both explicit and implicit;
- prevent and reduce non-conformities at all stages of the process;
- spread a culture of quality in the organization, involving all employees in continuous improvement;
- create an adequate and safe work environment in which all employees can be satisfied and in which professional growth is stimulated;
- satisfy the mandatory requirements on products and processes, in order to meet the needs and expectations of all interested parties;
- search for continuous improvement in the effectiveness of the quality management system, of products / services, of the processes, by:
 - Examination of the context factors and the needs of the interested parties, identifying and assessing the risks and opportunities of the system.
 - Providing a management structure to the company that guarantees an organic and clear definition of the tasks and responsibilities
 - The definition of specific objectives and indicators, for performance monitoring and analysis of possible improvements;
 - The continuous technological innovation of equipment and work plants in order to increase its production capacity in compliance with all the safety and health principles of its workers
 - The introduction and implementation of continuous SQ reviews and appropriate corrective, preventive and improvement interventions;
 - The involvement of Suppliers in the process of continuous quality improvement;
 - Consolidate the relationships of collaboration and mutual benefit with the suppliers;

The Management undertakes to support, renew and share the Quality Policy with the entire corporate structure and to plan and verify the quantifiable objectives that achieve it.