

Beinat S.r.l Quality Policy

The Management has established the development, implementation and continuous improvement of a Quality Management System in compliance with the UNI EN ISO 9001: 2015 standard.

The System consists of the organizational structure, processes, resources and documentation; it must guarantee the validity of the production processes, of the organization and must generate the tendency to continuous improvement for customer satisfaction and competitiveness.

In defining the Quality Policy, the Management takes into consideration the following principles:

- **the satisfaction of customer expectations and requirements,**
- **the involvement and development of all the staff,**
- **the needs and expectations of other interested parties.**
- **the involvement and contribution of suppliers,**
- **the adequacy of resources for the realization of the objectives,**
- **the commitment of the Quality Management, its understanding and diffusion at all levels.**

This policy - implemented by all the staff, at each company level - it sets the following objectives:

- **to pursue the implementation of customer needs and requirements, increasing their satisfaction degree;**
- **to develop collaborative relationships with customers and suppliers, working in the perspective of establishing mutually satisfying relationships;**
- **to involve the staff through training plans that allow them to concretely develop their professional skills, with the aim of developing and encouraging a collective commitment to Quality within the organization;**
- **to define actions to correct and prevent non-conformities that have an impact on customer satisfaction or negative effects on the Company and the Environment;**
- **to pursue the process of continuous improvement:**
 1. **involving and incentivising all the organization's staff,**
 2. **measuring the performance of the various business processes in relation to the results achieved, the potential and the margins for improvement;**
- **pay attention and respect the laws of the State, the contractual rules and the rules relating to the protection of the environment and to the workplace safety.**

By spreading of the concepts expressed in this Manual and verifying the results obtained, the Management takes an active role in promoting and guiding the activities that influence Quality.

The CEO
Alessandro Bivi