

QUALITY POLICY

TECNOCARP Srl, is a company that has chosen to offer itself on the market as a partner specialised in the production of arc-welded steel products and structures, made to customer specifications.

In order to guarantee a service based on the maximum satisfaction of its customers and more generally of all parties involved, **TECNOCARP Srl** has decided to continue on the path towards Quality, started in the year 2000, by managing and improving its Quality Management System according to UNI EN ISO 9001:2015 standard.

TECNOCARP Srl confirms as REFERENCE PRINCIPLES of its Quality Policy the management improvement and price competitiveness, the improvement of the products offered thanks to a high technical-productive know-how and the assistance to the Customer in the series-production phase of the goods.

Management improvement and price competitiveness

TECNOCARP Srl is committed to reducing management costs also through:

- ✓ a careful examination of the requests coming from the market, always trying to satisfy them in the best possible way, adapting itself to the multiple needs and making its entire organisation available;
- ✓ the involvement of its staff and all stakeholders;
- ✓ the use of reliable external partners and under the direct control of company management;
- ✓ the company's digitalization and the availability of appropriate IT tools for budgeting and cost accounting.

Offer and product improvement thanks to a high level of technical-productive know-how

TECNOCARP Srl pursues continuous improvement, achieved through:

- ✓ careful attention to the interests of stakeholders, external and internal factors influencing company operations;
- ✓ the development of internal and external professionalism in order to provide itself with competent and motivated human resources;
- ✓ the availability of adequate resources (structures, means, facilities, machinery and equipment) and a suitable working environment;
- ✓ the creation of partnerships aimed at both expanding the offer and increasing the company's recognition within the economic and social fabric of the area in which it operates.

Customer assistance in the product industrialization phase

The relationship with the customer, for **TECNOCARP Srl**'s activity, must be constant and profitable.

In this sense the identification of all the requirements of the product to be supplied, the adoption of suitable forms of communication, the training of personnel in contact with the customer and the possible support of reliable external partners and under the direct control of the company management are fundamental in order to pursue:

- ✓ customer satisfaction
- ✓ the prevention of non-compliance;
- ✓ full compliance with mandatory requirements.

On the basis of the above-mentioned REFERENCE PRINCIPLES, specific and measurable objectives are derived, which are periodically monitored and reviewed during the annual management reviews, in order to continuously improve the effectiveness of the quality management system.

TECNOCARP Srl intends to integrate, the principles and commitments indicated above, with the implementation of a shrewd management related to the developments of the Covid-19 emergency, both in terms of compliance with the regulations in force, education and training of employees, and the adjustment of relations with customers and suppliers, in order to guarantee the safety and health of all persons involved in the production and service processes.

To ensure that it is understood and shared, this document is disseminated at all levels of the organisation through training meetings and by displaying it on notice boards, so that it is also accessible to visitors, and published on the website for all interested parties.

This Quality Policy is checked and updated according to the evolution of the reference regulations and the evaluations expressed during the Management Review.

Ponte dell'Olio

La Direzione

26 Febbraio 2021

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