



# Quality Policy

Faet srl considers the continuous improvement of the performance of its processes, as well as of the **System for the Quality Management** , one of the strategic tools through which to achieve the goal of consolidating and develop its market share.

Given the nature of the products treated and the market served (first use or repair industrial) Faet Srl must be able to provide a service that meets the customer's needs in terms of **availability** of the product, of value **for money** , but also of **reliability** (constant quality over time and research of the best solution among all that the market offers), **accuracy** (order compliance, packaging, shipping, labeling) and **technical support** .

In the belief that only starting from the **satisfaction** of all interested parties (not only customers, but also collaborators, suppliers and owners) a sustainable strategy can be pursued in the medium-long term is a process approach was privileged, where people and their interrelationships along a sequence that leads to the end result are the focus of attention. The processes develop transversely along the company organization chart and the achievement of a qualitatively appreciable final result depend by the effectiveness and efficiency of the different processes.

To contribute to obtaining the desired results and therefore to the quality of the service provided, the Management believes having to constantly **invest in organizational capital** : employee satisfaction, involvement in corporate objectives, development of efficient communication channels, enhancement of personal ideas, protection safety and the search for a harmonious working environment.

As attention is given to individual collaborators in their individuality, in the same way Faet Srl searches with its strategic suppliers **close collaboration and partnership relationships** that guarantee over time an offer to customers qualitatively constant and expanded by services (technical support, but also for the development of new solutions) capable of creating added value.

In the development of processes capable of ensuring customer satisfaction by respecting the principles of economy, Faet Srl is always very careful not to compromise organizational flexibility. It is indeed a belief

Management that quality should be a path capable of refining a **shared method** of approach to problems and not a set of procedures that claim to provide predetermined solutions.

In fact, only in the first case can the company organization be able to adapt to a continuous market change (technological, regulatory ..).

In order to pursue this policy , **Faet Srl's commitment** is aimed at:

- *disseminate* the quality policy to all interested parties (through posting in the company bulletin boards and publication on the company website), promoting their understanding and internalization
- Invest in the *training* and updating of collaborators
- promote *communication* processes
- increase customer *awareness* and monitor customer satisfaction
- constantly improve business processes even with a constant investment in *technologies* to support the efficiency and rationalization of these processes
- carefully *select* suppliers and monitor their performance; establish solid collaborations and partnerships with strategic suppliers

To implement the **UNI EN ISO 9001: 2015** Quality Management System , Faet Srl provided:

- define, in addition to the Policy, the Quality Objectives to communicate them to all the staff through special meetings aimed at understanding the new "philosophy" of UNI EN ISO 9001: 2015;
- identify the Primary Processes and the Support Processes;
- redefine the "structural framework" with which to highlight the interactions between the Processes;
- define the "input" and "output" data, the objectives and the performance indicators of the individual processes;
- communicate to the staff the importance of identifying the requirements and needs of customers and making them aware of the relevance of their role and their activity with respect to meeting needs of Customers;
- elaborate this "**Quality Manual**" making it consistent with the requirements of the new **UNI EN** standard **ISO 9001: 2015** ;
- define the duties of the personnel who cover certain responsibilities with respect to the Quality of product, process or "system";
- plan an appropriate training course for those who need professional growth adequate to the level of the task to be performed and the processes to be managed;
- define the Improvement Programs according to the available resources;
- perform internal audits with a view to assessing the effectiveness of the processes.

The Quality Management System obtained with the implementation of the above is applied in all business processes and all activities whose performance can affect the quality of the product / service of Faet Srl.

All the Process Managers, those who have one, participate in the annual review of the Management particular responsibility for the company's "quality", in order to take note of the results pursued and to contribute to the definition of the new Improvement Goals to be pursued.

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