

SUMMARY

Revisions table

Declaration

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Revisions table

Revisions			
Rev. Nr.	Date	Description	Ref. Page
00	30/09/2009	Fisrt emission	/
01	30/11/2010	Goal added: "Zero Defects"	Pag.2
02	09/01/2018	Adaptation to the norm ISO 9001:2015	ALL
03	21/05/2024	Adaptation to the ISO Climate Change Amendment	Pag.2
Approved by		Emission	
Signature	I. BERTOLA	Date	21/05/2024
Signature	L. BERTOLA	Date	21/05/2024

PQ

Ref. : Norm **UNI EN ISO 9001 :2015** Section **5.3**
Quality Manual (MQ) Section **5**

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Our mission

To be an organization renowned in the market for:

- The ability to understand and satisfy the customer's demands
- Competitive products
- Lean procedures and flexibility
- Motivation of our team

Our goals

ELVI srl adopts a quality policy based on the following points:

- ❖ **Customer satisfaction:**
 - Availability of the company's experience and competence to supply products which comply with the customer's expectations while respecting economic and time obligations.
 - Maintenance of a Quality Management System (QMS) according to the norm UNI EN ISO 9001:2015.
 - Precise application of the procedures for the management of customer claims/goods return and following corrective/improvement actions.
 - Periodic evaluation of the customer's satisfaction and performance analysis.

- ❖ **Leadership:**
 - Commitment to make our QMS effective by making the necessary resources available.
 - Ensure that the planned goals are compatible with the context and the strategical guidelines.
 - Establish responsibilities, authority and roles within the organization.
 - Communicate this Policy at all levels of the organization.
 - Involve and support all relevant parties.
 - Commitment towards continuous improvement.

- ❖ **Risks and opportunities analysis:**
 - Planning of processes and identification of their risks.
 - Analysis and management of the risks connected to the processes.
 - Definition of the responsibilities of the risk management.
 - Identify and seize improvement opportunities.

- ❖ **Improvement:**
 - Identify opportunities to improve the process's performances.
 - Establish resources to pursue improvement.
 - Improve operating methods towards the prevention of possible service inefficiencies.
 - Evaluation of the results during the yearly re-examination.
 - Ensuring attention and commitment to climate change issues, also addressing this aspect in the supply chain

- ❖ **Competitiveness:**
 - Constant update of the company's production capacity and flexibility in order to maintain a high competitiveness of our products.
 - Continuous improvement of our products through tests and lab measurements by simulating the usage conditions of the end application.
 - Research of products/raw materials with an ideal value for money.
 - Renewal of historic products through new technical solutions which are already available or based on the analysis of customer claims.

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- Creation and maintenance of an efficient quality management system which allows to continually improve the company's performances and the economic results with satisfaction for all the components of the supply chain, from the company's team to big and small suppliers who participate in the success against the competition for the maintenance and improvement of the general quality.
- Constant involvement of our suppliers through transparent relationships based on clear and defined rules.

❖ Production efficiency:

- Application of the procedures for process control.
- Analysis of each department's performances (department performance/efficiency).
- Application and maintenance of procedures dedicated to the quality control activities at the Incoming Inspection, during production and for the management of monitoring and measurement equipment.
- Analysis of defects and scrap parts detected throughout the production process.

❖ Staff satisfaction:

- Respect of the workers' rights in agreement with the union representatives.
- Gratification of the staff by means of prizes agreed between the parties (Management and union representatives).
- Attendance to internal/external training courses based on the required job and the company's needs.
- Compliance with the existing laws in terms of safety and health at the work place.
- Compliance with the law on privacy.

All this is achieved through intense work carried out by all the operating structures of the company, where each employee is an active and indispensable part of the same and as such must feel involved in achieving its objectives summarized by the improvement plan and the continuous success of the company.

The General Management
I . BERTOLA