

QUALITY POLICY

The General Management has formulated the following Quality Policy to offer to the customer a high-level product, suitable to fully meet its expectations and, at the same time, meet the needs of internal cost-effectiveness. The Quality Policy has been formulated based also on the results of the Context Analysis, on the Interested Parties, on their Expectations and on the results of the risk and opportunity survey.

The Management has therefore identified the following fundamental characteristics:

- 1.- the ability to perceive and identify customer needs with high accuracy;
- 2.- the ability to carry out what is requested by the Customer, identifying the possible critical aspects of using such material;
- 3.- to guarantee to the customers a qualified service (delivery times equal to those confirmed, accuracy and speed in the answers, courtesy, availability, adequate technical support, etc.);
- 4.- to guarantee that the right remuneration is recognized by customers;
- 5.- to guarantee greater effectiveness and efficiency of internal processes in order to constitute investment resources;
- 6.- be sure of supplying only Atex products compliant with the Atex Certificates held;
- 7.- the ability to accurately perceive and identify the needs and expectations of the interested parties, ensure that they are satisfied, if deemed appropriate and economically feasible.

The image of professionalism and the reputation of seriousness and efficiency of the company are taken care of and safeguarded through appropriate internal verification actions, while the improvement of performance, being a never-ending process, is achieved through the continuous revision of the work, through a persistent awareness-raising and training activities for all personnel. The Management delegated the Management Representative for the analysis and continuous measurement of the processes, in order to highlight the incompetence and propose improvements.

The Quality Policy covers all staff and the Management is committed to make everyone aware of it.

The Quality Policy and the objectives identified from time to time are reviewed and updated during Management Reviews.

The Quality Function has the task of verifying through internal audits that the Quality Policy is understood and implemented by everyone.

Carbonate, 01.12.2017

SAF S.r.l.



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Azienda certificata
UNI EN ISO 9001 : 2015

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