

# Quality Policy

**Trust Valves** General Management is aware of continuous improvement importance for company development, for the quality of its product and service supplied to Customers.

Therefore General Management decided to follow the requirements of reference Standard UNI EN ISO9001:2015 and to actuate them through Quality Policy and Quality Manual, as guidelines for its own organization

General Management on the basis of context analysis and needs and expectations of interested parties, defines the Quality Policy and works actively to issue improvement programs, by defining goals and allocating the necessary human and material resources.

Here follows a list of defined objectives and methods:

- To maintain and improve its own "Quality Management System" complying with requirements of UNI EN ISO9001:2015 standard
- To plan its own "Quality Management System" by systematically actuating criteria of "Understanding and determination of context issues" to monitor and review internal and external issues relevant to its purposes, as well as needs and expectations of interested parties. To analyze and consequently find risks and opportunities necessary to:
  - a. give assurance that the quality management system can achieve its intended result(s);
  - b. prevent, or reduce, undesired effects;
  - c. enhance desirable effects;
  - d. achieve improvement
- To improve its organization to supply products and services complying with customer requirements in terms of quality, price and on time deliveries:
  - a. through a close monitoring of customers' orders whose problems and solutions are shared and followed by all interested parties
  - b. through maintenance and improvement of monitoring activities referred to external providers
  - c. through the availability of stock products based on customers' historical consumption
- To improve the quality of the offered service cooperating actively with customers:
  - a. supplying assistance along company meetings, concerning order-progress, and during witnessed tests
  - b. timely checking customer remarks to be promptly managed and solved by qualified internal and external personnel
  - c. managing technical, sales and certifications documents required on orders through qualified internal and external personnel
  - d. implementing and monitoring actions aiming to continuous improvement
- To manage systematically and with awareness health and safety regulations required by Law Decree DL81/2008  
To update and improve, through training and information, competence and personnel professional skill  
To share with customers and company guests the criteria adopted for health and safety
- Continuously assuring products compliance with National and International technical Standards and with European Directives (CE marking) through sales and purchasing evaluation processes
- To improve the relationship with its own suppliers:
  - a. periodically monitoring their performance aiming to increase their reliability, on-time delivery and cost savings
  - b. supplying clear and detailed instructions through purchase orders, in order to guarantee conformity of purchased goods and to prevent potential non-conformities
- Continuously managing non-conformities, both on products and processes, by actuating corrective actions, resolutions and check their effectiveness
- To plan actively maintenance of structures, machines and equipment, aiming to prevent any potential failure

