

 Profil System centro servizi lamiere	Quality Management Manual	Appendix 1	Edition n. 01 Rev. n 04 dtd 06.11.2017	
	QUALITY POLICY STATEMENT	Issued by QA	Approved by MGT	Pg.1/1

It is policy of Profil System company management to:

1. continuously develop and improve all activities, products and processes considering all internal and external factors which could have an impact on the company's business;
2. work closely with clients to ensure the company understands their needs and that these are satisfied. To work closely with suppliers to ensure they understand company needs and that these are satisfied;
3. commit to verifying and controlling new directives and standards related to the business and to monitor that the applicable standards, directives and in general legislation and regulations related to products and processes are respected;
4. invest means and resources to improve communication tools and the company's image;
5. identify the needs of clients in a timely manner and prepare and submit bids within a reasonable timeframe;
6. assure and monitor production achieves quality standards;
7. focus on and monitor ongoing improvement of products and processes by involving and building awareness in staff;
8. develop, implement and maintain a training programme to refresh and improve skills and awareness in company staff.

Profil System Management understand that to achieve these objectives, the company requires to adopt a system of values recognised and shared between all members and parts of the company and which direct and drive the business with the aim of satisfying the client. Company Management shall define and implement key performance indicators to be used to monitor the above. More specifically Management shall define, plan and monitor all actions implemented to:

- minimise potential risks by maximising possible and eventual opportunities;
- maximising skills and know-how of staff by providing them with all suitable tools to achieve objectives including training;
- motivate and involve staff in company objectives to improve and provide a better quality of service;
- qualify and involve suppliers in the Quality Management System so as to ensure goods and services supplied achieve and conform to the standards required and the standard of quality is maintained in time;
- ensure the machinery and equipment used guarantee high-quality standards in production;
- adopt shared communication messages and procedures to prevent and avoid non-conformities;
- ensure the workplace is healthy, safe, secure and serene.

The company's Quality Management System is reviewed annually to identify the objectives, which are then implemented as specific objectives for each of the company's department heads to achieve. Management and the Quality Assurance Manager are to monitor the performance of these objectives. Furthermore, company Management and the Quality Assurance Manager are also responsible for ensuring this Quality Policy is communicated and implemented at all levels within the company organisation.

This will allow Profil System today as yesterday to make Quality the key to achieving growth, client loyalty and trust.

Cittadella (PD), 06.11.2017

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