

Eurofix Quality Policy is finalized to the growth of **customer satisfaction**, through the **compliance to all requirements** applicable to products / processes and work methodology application based on **continuous improvement**.

1) Leadership & Quality Management System

An effective Quality System Management in compliance with ISO 9001:2015 norm, as an essential instrument to pursue the primary targets outlined above.

Leadership strongly involved in Quality System, strategic decisions supported by risk analysis results and monitoring results about inputs from relevant internal / external elements.

2) Committed and reliable suppliers.

Eurofix Suppliers are an important link in the "chain" of processes.

The involvement of suppliers, improving the control of the processes and the monitoring of their performance are key activities which results guide the company's strategic choices in this area.

3) Personnel and infrastructure always appropriate to the needs

The skills of staff and infrastructure must always be adapted to customer requirements and more generally the market in which Eurofix work.

Rapid adaptation to customer needs today is one of the strengths of a company.

The ability to communicate in the language of the customer, to effectively use the communication media and data transmission, using special control techniques, must always be ensured through proper resource management.

It must be also ensured a fair level of versatility of the personnel, so as to ensure, when necessary, the continuity of the activities.

4) Sales strategies finalized to "winning" product lines

The commercial area focus on the needs and opportunities of the market should materialize in identifying new customers and above all, given the growing competition, product lines potentially "winning".

Eurofix employees must ensure maximum effort in carrying out activities related to the management of new customers / products / product lines considered strategic, they represent a strong opportunity for consolidation and growth for Eurofix.

5) Effective collaboration and objectives shearing with Eurofix Headquarter

Eurofix Headquarter (Seregno - Italy) defines guidelines, coordinates and monitor the activities of all connected plants.

Eurofix Management defines and disseminates annual performance targets for Quality System Management processes.

All plants and all employees must work with a proactive collaboration (internal – between plants and with Headquarter) in order to support the achievement of the defined objectives

Performance indicators must be regularly monitored in order to implement actions necessary to achieve the defined objectives.

Eurofix Management annually review performances obtained vs assigned tasks.

This declaration shall be reviewed yearly by Eurofix Management

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