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Tecnikabel management is engaged in pursuing a policy which puts the customer, both internal and external, at the center of the activities.

In particular, internal customer satisfaction is pursued through moments of verification and updating on issues related to the services / products offered.

External customer satisfaction is pursued by offering and adapting all processes to their particular detected needs, both implicit and explicit, and monitoring the achievement of the objectives agreed in the contractual stage.

Customer has a central role for Teknikabel's success. It is therefore very important to deeply know its needs, to provide services / products that meet its requirements and to achieve a high customer satisfaction.

Tecnikabel objectives are listed below:

- ❑ **Company image improvement on the market:** increasing the number of customers, improving turnover, expanding presence on territory and entering new market areas.
- ❑ **Stakeholders satisfaction,** therefore: budget objectives achievement, reduced absenteeism and reduced (or no) litigation with employees, constant reduction in the number of complaints, partnership agreements with suppliers, high level of customer satisfaction and customer needs satisfaction throughout the entire product life cycle.
- ❑ **Commitment to contractual requirements, both implicit and explicit.**
- ❑ **Conformity to the customer requirements and expectative.**
- ❑ **Care on communications towards the customer.**
- ❑ **Customer issues management.**
- ❑ **Improving of processes.**
- ❑ **Defects prevention.**

The achievement of these objectives will be monitored through constant detection of customer satisfaction and complaints analysis.

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- ❑ fulfillment of ISO 9001:2015 and IRIS standard ISO/TS 22163 (IRIS rev. 3);
- ❑ respect for the environment and compliance with environmental current legislation;
- ❑ compliance with technical and safety standards on the product;
- ❑ encouraging suggestions, best practices and lessons learned;
- ❑ continuous improvement of the quality management system.

The achievement and maintenance of these objectives will be constantly pursued through training and information activities, for personnel at all levels.

The purpose in the fulfilling of these targets is to realize an enterprise strongly focused on customers, to improve the efficiency on the market and to make customers satisfaction the factor which makes the difference in a strongly competitive market.

Specific targets are defined yearly by the management and communicated to all working personnel.

General Manager

PL Garaffi



Revision	Date	Changes
12	29/01/19	Revision for IRIS certification update on Almese site
11	03/11/17	Revision for ISO/IRIS update
10	15/01/15	Yearly review - no changes
9	08/01/14	Yearly review - no changes
8	17/05/13	Almese site added
7	24/01/13	Yearly review - no changes
6	09/01/12	Yearly review – Iris rev 2
5	04/01/11	Yearly review no changes
4	14/01/10	Added description list
3	12/02/09	Added fulfillment of IRIS - ISO9001:2008 requirements
2	15/02/08	Added fulfillment of ISO9001:2000 requirements
1	12/06/07	Insertion of the logo
0	06/02/04	First edition