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	QUALITY POLICY	
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Quality policy

Zanardo S.p.A.'s main goals are to:

- fully meet customer and market needs and expectations;
- earn and maintain an excellent reputation for quality through its products/services.

To achieve these goals, Zanardo S.p.A. adheres to the following general concepts:

- Compliance with applicable laws and contractual regulations.
- Compliance with the Quality Assurance standard UNI EN ISO 9001:2008.
- Attainment of the established level of quality.
- Prevention of defects.
- Individual accountability for work quality.
- Managerial accountability for the quality of the work carried out by staff.
- Continuous quality improvement.
- Structured training on quality across all departments at all levels.
- Measuring the adequacy, compliance and effectiveness of the Quality Management System (QMS) through internal and external audits.
- Periodic review of the system and goals together with a review of management.
- Appointment of a member of management as the quality assurance manager.

Application of this policy requires that the company's Quality Management System be documented by a regulation that integrates and coordinates all quality-related activities carried out by all departments at all levels to achieve the set goals.

This documentation must be collated in the quality manual to represent the company's intentions. This manual should be kept up-to-date at all times. It can be used by the relevant international/national bodies, and clients, for the purposes of assessing the company and issuing certification.

The quality policy must be understood at all levels of the company's organisational structure. For this reason, the policy is distributed to all holders of the quality manual and all staff. It is also included as part of staff training courses, particularly for new recruits.

Management