









Quality Policy

The General Management of Elettronica FM

in order to manage the organization in an increasingly effective and profitable way, increasing at the same time the ability to respond to the needs and expectations of customers and other interested parties, with a view to continuous improvement, has decided to incorporate the key principles of the International Standards UNI EN ISO 9001:2015 and IATF 16949:2016, pursuing the following guidelines:

-  analyze the organization and its context in order to identify risks and opportunities and define the consequent preventive actions
-  create and maintain, with the customer, a lasting and mutual trust relationship, which allows the maximum satisfaction of its expectations with respect to products and services
-  create and maintain, with the staff, a climate of constant widespread involvement, starting from the process owners, who have the task of directing the company towards the pre-established objectives; each person must feel part of the process and stimulated to actively contribute with their knowledge and skills
-  adopt a process approach, monitoring them through indicators and objectives defined also according to the context analysis, and periodically measured to ascertain effectiveness / efficiency of the processes themselves, and define, where necessary, appropriate corrective actions
-  seek maximum efficiency and continuous improvement of the EFM system, making effective decisions based on context and risk analysis, analysis of indicators and objectives, resources, decision-making and production processes, product characteristics, but also on information and expectations from customers and stimuli of the market
-  seek and maintain, with suppliers, a mutual benefit relationship, which leads smoothly to the maximum efficiency of the processes and therefore to customer satisfaction

To achieve the above, the General Management considered it essential to conform the organization to the following International Standards

UNI EN ISO 9001:2015

IATF 16949:2016

demonstrating the maximum will to involve all the parties and to manage every possible factor, to ensure the achievement of the set objectives.

September 2018, The General Management

M. Ferrari