



INSPECTA S.R.L.



## Quality Policy

The company **Inspecta S.r.l.**, whose services are:

- the execution of Inspection and Expediting services, and the provision of Technical Consulting services, related to welding and painting activities;
- the performance of technological tests for the determination of the characteristics of metals;
- the design, management and provision of professional training courses on non-destructive testing and quality control, as well as of courses aimed at personnel certification;

pursues the primary objective of providing services as much as possible responding to the customers' requests, in order to achieve their full satisfaction. With reference to the principle indicated above, Inspecta S.r.l. considers of great importance that customer satisfaction is obtained simultaneously with that of employees, suppliers and external partners, in order to create a positive and efficiency-oriented work environment.

Company values can be summarized with the following points:

- customer satisfaction
- commitment to scrupulous compliance with the relevant legislative provisions
- awareness of the importance of effectiveness in the management of industrial processes
- loyalty, integration and cooperation
- enhancement of personnel and partners, to achieve their professional growth.

In the light of the foregoing remarks, the mission of Inspecta S.r.l. consists in: consolidating and strengthening its position on the market; developing the human and technical value of the employees; and being a solid and, at the same time, dynamic organization, based on people's value and on the ethic of firmly pursuing the continuous improvement of the services provided, as well as of the customer relationship management.

Inspecta S.r.l. also believes it is essential to provide services that are more and more responsive to the needs and expectations of its customers, through the commitment of all company levels and through:

- the planning of the actions of development of its own processes
- the analysis of risks and opportunities
- the definition of a system of quantified objectives, measurable through specific indexes
- the allocation of adequate resources
- the definition of the functions and responsibilities of the various company figures
- the definition and meeting of the product requirements established by the current regulations and by customers
- the management, assessment and measurement of processes and customer satisfaction
- the implementation of a continuous process improvement, through appropriate actions
- the planning of actions for the development and enhancement of its professional and technical assets.

In the light of the above considerations, Inspecta S.r.l. believes that the adoption and maintenance over time of a quality management system compliant with the requirements of the UNI EN ISO 9001 standard, as well as of a laboratory test management system according to the ISO / IEC 17025 standard, accredited with No. 1607, are consistent with its corporate vision to provide customers with reliable and high quality services. Therefore, all this premised, the President of Inspecta S.r.l. undertakes to:

- implement and maintain a quality management system compliant with the UNI EN ISO 9001 standard
- implement and maintain a laboratory quality management system compliant with the ISO / IEC 17025 standard
- define its organizational structure, as well as specify the company functions, with their specific capacities and responsibilities
- allocate adequate means, resources and personnel to the activities to be carried out
- disseminate, clarify, implement and support this quality policy at all company levels
- ensure the planning and implementation of staff preparation and training
- define the company goals
- verify that the set goals are achieved, and then define the future ones
- review the company's quality policy
- periodically review the performance and effectiveness of the quality management system.

This quality policy is shared and implemented throughout Inspecta S.r.l.'s organization, and the related document is affixed to the walls of our premises. Our quality policy is normally checked annually, during the yearly review performed by the company directors, and it is also reviewed whenever changes or events occur, which can lead to its improvement.

**Ravenna, 09<sup>th</sup> February 2018**

  
The President

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