

QUALITY POLICY

General section

VAREM spa is committed to constantly improving the quality performance of its products, its services, the effectiveness and efficiency of its processes, the competence, awareness and professionalism of its personnel, and a constant technological upgrading.

VAREM spa recognises in the Quality Management System the tool for identifying and satisfying the interests of third parties, through their conversion into requirements of the system itself by means of operating procedures and/or interventions and/or actions that pursue improvement objectives.

This improvement requires the involvement and active participation of all personnel and is based on the following points:

1. ensuring and guaranteeing its business management through the sustained updating of its quality management system in accordance with the ISO EN 9001:2015 standard; guaranteeing its own products through the 2014/68/EU "CE" European Directive as well as whatever is required by the European and world market; certifying its own processes and personnel according to current European regulations;
2. the involvement and motivation of all employees is a fundamental requirement for the sustained improvement of VAREM spa's products and service;
3. within the activities and every working stage of the company reality, ideas and proposals for improvement must be favoured, through working groups, dedicated and focussed lean activities;
4. the task of each area or process Manager is to coordinate his collaborators, directing them towards a continuous improvement of their activities and therefore of the product, in accordance with what has been defined in the Quality System management, each time requesting contributions necessary to the System in order to improve the awareness level;
5. "quality considered as an essential requisite of the product" is the basic criterion for any decision-oriented assessment, at whatever level it is made;
6. each employee is integrated in a Customer/Supplier relationship within the company. As a Customer, he must cooperate in improving the service of his own Supplier; as a Supplier, he must provide the best possible service to his Customer, ensuring his satisfaction;
7. General Management, starting from the Customer's needs, those of the Market and of all involved parties, annually defines an improvement programme that affects the whole company's organisational structure. Targeting this, it periodically implements process-specific reviews to assess the results of its plans and to schedule subsequent actions aimed at a sustained improvement;
8. VAREM spa's suppliers and business Partners must be involved in the improvement programme;
9. the company's success depends on the professional and cultural improvement of individual resources at all levels. An annual assessment of skills is envisaged in order to identify a precise and consistent Training Plan aimed at the effective growth of professional performances.