

Quality Policy

Since our foundation, COSTRUZIONI ELETTROMECCANICHE TORRESAN has continuously expended efforts toward maintaining and further improving quality. We have worked to implement and improve our ISO 9001:2015 certified Quality Management system.

Our customers considers Quality to be one of the main pillar for their systems. More than ever before, Quality is our company's most important issue too. Therefore, we aim at acquiring ever-greater satisfaction and trust of our customers basing on the following Policy:

1. In daily sales activities, we will grasp customer needs and link to the development of new products. We strive to create products that are valuable for our customers, combining innovative solutions, quality, price, delivery time, service and environmental robustness within product sustainability.
2. During product developing or improvements, we do respect not only customer requirements, but also we do effectively implement design, development review, verification, validation, parts procurement and process design activities, etc., toward preventing the generation of quality issues during production.
3. In the case of non-conforming products or products that result in claims, we investigate the cause, implement measures to prevent occurrence and promote activities to eradicate defects.
4. We will naturally comply with legal and regulatory for fulfillment of safety, hygiene and environmental protection requirements established by the laws in force; we respect requirements and promote the continuous improvement of the effectiveness of our management system taking into account the company's policies and culture.
5. We take into account the effective utilization of the company's human resources, as well as the infrastructure and work environment. We keep as a priority for our quality system, the satisfaction of the expectations of Customers and of the other involved parties. Particular care is set up to the collaboration with suppliers of strategic materials and of manufacturing processes.
6. This Quality Policy is adequately communicated to all internal and external interested parties and it is made well known through education and workshops so that it is fully understood.
7. This Quality Policy will be reviewed periodically in management review meetings, updating, if necessary keeping it always aligned with the purpose of the company and in view of continuous improvement.

July 2020

Management approval (GM)

