

TERRANOVA®

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TERRANOVA® Quality Policy

The key to success of TERRANOVA® is mainly linked to customer satisfaction, as the centerpiece of a complex business process that is constantly reviewed and enhanced, and is based on the ability of offering industrial products that find in the compliance with the regulations and statutory and regulatory requirements, not a point of arrival, but of departure.

For this reason the Directorate, in order to operate successfully and profitably, has decided to renew the ISO 9001:2015 Quality System jointly with the notification of Production Quality Assurance for the purposes of Directive 2014/34/EU ATEX, IECEx 02, 2014/68/EU PED, IEC 61508:2010, doing so in a way that voluntary and mandatory certifications are pursued and maintained so unique.

The main objectives that the organization aims to achieve are:

- ✓ Total orientation to customer satisfaction;
- ✓ Identify processes, procedures and operating instructions, in a way simple and functional to the activities to be performed;
- ✓ Reduce costs due to no quality, resulting from the incorrect application of the system adopted;
- ✓ Improve the sensitivity, the spirit of cooperation and attention of all staff to the aspects of quality;
- ✓ Work closely with suppliers to expand and improve the range of products and services and increase their competitiveness on the market;
- ✓ Pay attention to the management of human resources to qualify the personal and lasting relationships.

The objectives listed above represent a general framework for the definition of the system of quality indicators, the relative margins of improvement and evaluation factors of customer satisfaction. In particular, the achievement of such aims is measured:

- ✓ by indices of monetary nature;
- ✓ through the analysis of non-conformities, internal and external;
- ✓ through the analysis and the number of customer complaints.

The Management is directly responsible for the full implementation of the System of Quality Management and promotes periodically review to determine eligibility. The Directorate has delegated the Quality Manager, the right to propose and promote all the initiatives it deems necessary for the implementation of this Quality Policy.

Terranova dei Passerini,
31/12/2020

Sergio Valletti
Managing Director