

# QUALITY POLICY

Rev. 0

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## Quality Policy

The **ECI European Casting Industry Srl** management recognizes the need to consistently meet the demands of stakeholders and customers while providing a well-organized and efficient quality service, and safeguarding the economic performance of the business. We believe that a Quality Management System is instrumental in driving overall corporate growth and presents a significant opportunity for improving the Organization, processes, products, and services. This commitment further contributes to fostering relationships based on mutual respect and trust with customers, suppliers, employees, and relevant social entities. Consequently, we have decided to implement a Corporate Quality System in accordance with the **UNI EN ISO 9001:2015** standard.

In this framework, we have formulated our Quality Policy, clearly delineating the specified objectives. It is self-evident and understood that providing services in compliance with mandatory requirements is an essential prerequisite for effectively implementing an appropriate Quality Policy.

Specifically, the goals are as follows:

- Accurately identify and interpret the needs and expectations of customers and stakeholders, translating them into appropriate service/product specifications while simultaneously safeguarding economic performance;
- Maintain the specified service quality level by ensuring compliance with specifications, addressing any Non-Conformities, and proactively preventing situations that do not conform or fail to meet the needs of stakeholders;
- Assess the impact of services/products delivered by ECI European Casting Industry Srl to ensure their proper management and execution;
- Foster and confirm the development, training, and efficient use of the company's human and technological resources.

The stated goals can be reached by developing tasks that involve all internal and external staff. These tasks are implemented on the basis of the following principles of assurance and quality, which also serve as the foundation for improving the Quality System of **ECI European Casting Industry Srl**:

- Quality, as an essential element for remaining in the market, must be continuously pursued, monitored, and improved;
- Continuous quality improvement should focus on preventing non-conformities, addressing and



eliminating root causes responsible for discrepancies between set goals and actual outcomes;

- Quality improvement must be pursued through the active involvement of all employed personnel, who must be fully aware of the needs associated with their function;
- The pursuit of continuous improvement involves studying new service-related solutions and exploring new or alternative options to meet the changing demands of the clientele.

Within the scope of the Quality Policy, **ECI European Casting Industry Srl** commits to:

- Continuously monitoring the market and customer demands to assess requirements and plan appropriate strategies;
- Disseminating and implementing the Quality Policy and its goals across every company level through ongoing communication, motivation, and training activities;
- Assessing the effectiveness of the Quality System through systematic review and determining possible Corrective Actions to rectify any negative deviations from the goals, in line with legislative, regulatory, and technological developments;
- Identifying the resources and means necessary to achieve the established quality levels;
- Striving for and attaining robust integration and consistent collaboration, both upstream and downstream (customers) within the logistics chain.

The Quality Policy, as defined, is conveyed via the company notice board, displayed in operations offices, and shared openly with other relevant stakeholders.

The detailed corporate goals and commitments, expressed on the basis of the defined Quality Policy, are scrutinized and documented in the Management Review using appropriate documented information (system forms).

**La Direzione**

Sabbah Ezzat

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Via Lazzaretto, 11 - 20124 Milano MI, Italy

