

ISOIL Industria	Quality Policy	Doc. 5.3.A
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1 Premise

This document constitutes the fundamental element for the implementation of Isoil Industria's quality management system.

Its content is defined directly by the Management, with annual verification, updates, revisions and expansion where necessary: it is based on business objectives and refers to the context of Isoil.

It illustrates the guidelines and principles that, in the strategic intentions of the Management, each employee of Isoil Industria should keep in mind while conducting their daily activities.

The present document aims to constitute a reference framework for the definition of periodic objectives and applies to all the activities carried out by employees at all levels.

The company is committed to the strict of compliance with all applicable legal requirements (e.g. privacy, health and safety in the workplace, etc.)

2 Reference requirements

The management undertakes to implement the following:

2.1 Customer satisfaction

Management is convinced that consolidation of the results achieved and the further development of Isoil can only be achieved through an adequate series of actions aimed at satisfying customer needs, while respecting and without renouncing the company's cost-effectiveness and efficiency objectives.

To achieve this, the policy that the Management has chosen to pursue refers to the inspiring principles of the UNI EN ISO 9001: 2015 compliant quality management system. To use it as a tool for measuring company efficiency improvement (intended as a periodic economic result) and the effectiveness of its actions (considered as satisfying customer needs aimed at their loyalty).

2.2 Continuous Improvement

The commitment of the Isoil staff must not be limited to maintaining an obtained position but oriented towards the continuous improvement of the quality of services provided.

To this end, everyone is called on to work pursuing the following objectives:

- ▶ identify the explicit and implicit needs of customers, in part through careful management of complaints and information that can be acquired in these situations;
- ▶ foresee and be open to change, prepared for changes and market development;
- ▶ confronting with companies in the same sector;
- ▶ acquire ideas and transfer techniques by observing and comparing successful companies operating in other sectors;
- ▶ improve their processes and their activities.

These objectives are expressed through the planning, control and periodic review of the company's management and operational processes.

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2.3 Compliance of marketed products

Isoil Industria's mission is to bring to the market products for the most varied types of plant and engineering applications: in this perspective, the Management is the guarantor when selecting manufacturers that can guarantee full compliance with the applicable regulatory requirements or when assuming a representative role for manufacturers outside the EU countries where products are not CE marked.

In particular, in the case of electromagnetic flowmeters, heat meters and ultrasonic flow meters, manufactured in private labelling by subsidiaries, not and marketed with the Isoil Industria trademark, the management ensures to place in the market and provide after-sales assistance in full compliance with the requirements in Directive 2014/32 / EU (MID) and subsequent additions and modifications, limited to the models with the EC / EU type-examination certificate and in compliance with the provisions of Annex D of the aforementioned directive.

2.4 Whole company involvement and participation

It is the duty of the Management, with the support of the Quality Manager, to disseminate and explain to all the people operating in Isoil the following fundamental principles:

CUSTOMER CENTRALITY: continuous commitment to meeting customer needs;

INTERNAL CUSTOMER: each company function is at the same time supplier and customer to one and other, everyone must therefore ensure an optimal level of service in carrying out their business and in the service provided to colleagues;

GROUP COMMITMENT: quality is assured only through the participation of all employees. Each one, in respect of the mission and business strategies, is committed to doing one's job better by pursuing continuous improvement and professionalism;

COLLABORATION FOR QUALITY: collaboration with suppliers and manufacturers of products sold must be pursued, as supplier quality contributes to determining the quality of our company.

Data	Preparazione (Resp. Qualità)	Approvazione (Direzioe)
20/12/2018	Elena Turina	Roberto Guazzoni