



FIRE DOORS

QUALITY POLICY

The Management of Officine Brevetti Sisti believes that the quality of the products and services it provides is an essential element for ensuring:

- the fulfilment of the explicit and implicit needs of its customers
- competitiveness in the market in which the company operates
- the greatest protection as regards supplier's liability
- compliance with the current regulations applicable to the product and the activity.

The aforementioned is always framed in the context of minimizing the total cost, which also includes the costs deriving from non-Quality; that is, failure to reach the defined quality level.

Officine Brevetti Sisti considers as binding the level expected and/or desired by the Customer, the growth of its staff, the benefits for the interested parties in going beyond the threshold of mere compliance, the potential contributions of the supplier and the partners, and the role of the organization in defending the interests of the community.

To achieve the success of the organization, Officine Brevetti Sisti is committed to acting in a consistent way by promoting every aspect; in particular, it believes it is necessary that everybody understands and pursues the quality objectives; continuous improvement is in line with the needs and/or requirements of the Customer and the other interested parties. The Management intends to disseminate and implement this policy in its premises with a view to improving company efficiency and increasing customer satisfaction.

Consequently, the following factors are deemed strategic:

- developing a company quality management system in conformity with the UNI EN ISO 9001 standard that is capable of meeting the requirements, and, through the analysis of the data gathered, finding opportunities for improvement (by identifying risks and opportunities, risk assessment, periodic monitoring of process indicators, and defining improvement plans);
- involving all the personnel in training and motivational programmes aimed at preventing problems and continuously improving quality;
- continuously reviewing company commitments to ensure the adequacy of means and resources to the requested quality objectives;
- ensuring that customer requirements are defined and met;
- manufacturing products using carefully controlled standardized raw materials, so as to guarantee their most effective utilization for the intended use declared by the customer;
- measuring the degree of customer satisfaction and aiming to increase it;
- complying with the applicable standards, laws and regulations;
- qualifying and monitoring suppliers by creating a collaborative relationship with a high level of confidence in the quality of the products purchased;
- creating conditions of objective evidence of quality;
- orienting towards the continuous improvement of the system and the company performance.

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Officine Brevetti Sisti S.r.l.

Via S. Paolo della Croce, 2/4 - 20060 Liscate (Mi)

Tel. +39 02 95351141 - Fax +39 02 95350144

www.officinebrevettisisti.com

E.Mail: info@officinebrevettisisti.com

Capitale Sociale Euro 100.000,00

Cod. Fisc. & P. IVA 00687600155 - C.C.I.A.A. Milano 479600

La Direzione Generale

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