

## **QUALITY MANAGEMENT SYSTEM REQUIREMENTS**

### **Quality Management System**

#### **Quality Policy**

Truflo Rona srl's motto "Designed for Tomorrow, available today" leaves no doubt about the firm intention to provide clients with an ongoing service and a leading edge product while fully meeting safety and environmental requirements, and promoting the professional development of the individual.

It is only through the full application and in-depth understanding of our quality management system and our client, that a product, suitable for his requirements, can be created (\*suitable means that nothing needs to be added, taken away or altered).

To this end the quality policy adopted by Truflo Rona srl is centered on the quality of the products and services in order to maintain a consistently high level of Client satisfaction and confidence.

The product and the service must therefore meet a number of requirements, among them:

- being designed and realized using the most modern techniques, for severe applications which could involve analyses and statistics of future requirements;
- being designed and realized by people with appropriate skills and experience;
- being suitable for the defined needs, purpose and use;
- satisfying Clients' expectations;
- complying with standards and specifications;
- complying with the requirements of the law, rules and regulations;
- being compatible with environmental, health and safety requirements;
- being available at competitive prices which allow the company an adequate margin.

A.D. / Top IMI Group Managers (Critical Eng.division) undertakes to:

- establish, communicate, explain and implement policies on quality, ethics and codes of conduct without neglecting anything relating to safety on the workplace or of the environment;
- check regularly, at the time of the review or of meetings, that the quality policy is planned, suitable and effective for pursuing corporate objectives, including the quality objectives;
- update the quality policy of Truflo Rona srl, communicate and check regularly that all employees are familiar with the codes of ethics and the group policy entitled "IMI Way Responsible Business";
- ensure that the resources are adequate, and ensure that responsibilities are defined and communicated within the organization;
- provide a general summary of the company's progress in order to set and re-examine the quality objectives making available suitable resources and equipments.

**QUALITY POLICY**  
**(MDQ 03 Ed. 1 - Revision :0)**

This quality policy aims to achieve the following objectives:

- to monitor and improve product and service quality by measuring and constantly reducing, eliminating and preventing non-conformities;
- to use the most appropriate technologies and resources, both internal and external;
- to use the best processes, both internal and external;
- to update and improve its own technical production activities and at the same time those of its suppliers;
- to pursue and achieve the ongoing satisfaction of the Client;
- to pursue continuous improvement at all levels of the company aimed at satisfying the product requirements and at the ongoing improvement of the quality management system's effectiveness.

Management Representative

Managing Director (A.D.)

At least once a year, the Top management / Manager representative organizes an management review meeting with all the functions in charge.

Electronic generated certificate is valid without Manager signature