

Quality Policy

The Legal Representative of SIDEX Srl, aware of the importance of quality in the certification and inspection system and in order to implement an effective quality system in accordance with the UNI EN ISO 9001: 2015 standard, formulates, approves and spreads the following to all personnel quality policy:

The Mission of SIDEX S.r.l. is to provide customers with a "reliable, effective and efficient service, focusing on punctuality, speed and quality of supply" that corresponds to the requirements established by the relevant national and international regulations, by the provisions of the competent authorities and by the regulations of the accreditation body. The work of SIDEX S.r.l. is based on the principles of professional integrity, impartiality, and autonomy

The Management undertakes to guarantee an adequate quality management system aimed at continuous improvement, setting the following Quality Objectives:

- *Perform an analysis of the business context, considering the reference markets and interested parties.*
- *Ensure that staff is trained and updated.*
- *Perform an adequate assessment of risks and opportunities, both from an organizational point of view and from a process point of view.*
- *Monitor the progress of quality through appropriate indicators to be able to undertake the necessary improvement measures.*
- *Ensure compliance with the delivery times for materials and services, transmitting reliability to its customers.*
- *Ensure, through internal controls and audits, aimed at identifying any deviations from the established requirements, the verification of the maintenance of compliance of the organization and staff with the established requirements.*
- *Ensure through a prevention system (preventive actions, improvement proposals) the adoption of adequate measures and precautions to avoid deviations.*
- *Ensure through a feedback system (Non-Conformity; Corrective Actions) the restoration of the conditions of compliance with the established requirements and the adoption of adequate measures and precautions to avoid the repetition of deviations.*
- *Guarantee customer satisfaction, by respecting its mission, then provide customers with a reliable, effective, and efficient service, focusing on competence and punctuality of the service.*

Rastignano (BO), 30/06/2019

The Legal Representative of Sidex S.r.l.