



# QUALITY POLICY

Certified System UNI EN ISO 9001

Termisol Termica's Quality objective is to meet or even exceed customer requirements and expectations in a proactive, professional and cost effective manner. For this purpose a Quality Management System has been established in accordance with UNI EN ISO 9001 ed. 2015.

Termisol Termica's Quality Policy is based on the following statements:

- supply services that comply laws and regulations and completely meet technical specifications and customer requirements
- manage activities promoting health and safety of employees and of all those directly or indirectly involved in the Company's activities
- improve the Company's image towards customers

The Company reaches these goals by:

- setting objectives and targets to measure performance and identifying opportunities for improvement
- preventing problems
- providing adequate resources to continually review and improve business process
- providing regular internal audits and examining data and results
- encouraging all people to integrate quality management and promoting its application as a method for continual improvement
- actively seeking performance feedback from customers

Termisol Termica continuously upgrades its Quality Management System in all stages: executives and employees make continuous efforts to achieve the very best quality in all services offered.

Termisol Termica Top Management is committed to provide the necessary resources to maintain the Quality System and make sure that all employees are fully aware of the Company's declared objectives and will. With this purpose Termisol Termica plans and implements engagement activities, training programmes, internal communications and promotion (posters on bulletin boards, circular letters, internal newsletters, meetings, etc.).

During activities personnel is required to comply with rigorous standard procedures. Furthermore employees are exhorted to active participation in the achievement of the Company's Quality goals.

Termisol Termica periodically reviews its Quality Policy to verify the achievement of its purposes, define new objectives, and decide upon further action for improvement.

**Termisol<sup>®</sup>**  
**Termica**

**Termisol Termica SRL**

Via dell'Artigianato 79/81 - LIVORNO - ITALIA

Tel. +39 0586 / 423 623 - [www.termisol.com](http://www.termisol.com)

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