

MO-DIR-06

QUALITY POLICY

Enerbrain SRL focuses its Quality Policy on the ability to satisfy the Customer's needs by creating customized solutions.

Enerbrain SRL is guided in this path by reference values such as:

- Customer orientation
- Reliability
- Competence
- Confidentiality

The implementation of this Policy is planned, obtained and verified by means of the implementation of an operational Quality Management System compliant with ISO 9001: 2015 with the full involvement and support of the Management.

To achieve its goals, Enerbrain:

- employs personnel with high professionalism and technical preparation, in constant training growth;
- rigorously selects its suppliers, carefully analyzing the market and its innovative products;
- Complies with safety regulations, focusing your attention on staff and the workplace;
- is prepared to adapt the company structure following the updates of the relevant regulations;
- aims at attention to detail, flexibility and transparency to obtain complete satisfaction of the customer's needs.

Enerbrain undertakes the following commitments of a general nature:

- to evaluate the quality of the product and service by ascertaining the level of customer satisfaction;
- to monitor the activities that affect the Quality Management System in order to identify non-conformities:
 - Of the product
 - Of the process
 - Of the service
- to measure the cost of the lack of quality and to put in place the appropriate corrective actions;
- to verify the quality objectives, during the Management Review, evaluating the processes and their effectiveness by undertaking improvement actions;
- to analyze the internal and external context in which Enerbrain operates, taking into consideration the expectations and needs of the interested parties;
- to plan corporate strategies based on the analysis of risks and opportunities;
- to schedule meetings with the staff to inform them about the Quality Management System by actively involving them in order to foster the improvement of the product and service.

Date 20/01/2020

The Management

