

The valveIT S.r.l. has always pursued customer satisfaction through the supply of products and services that respond in the most complete way to all the needs of customers and users to whom they are addressed.

The valveIT S.r.l. considers the continuous improvement of its processes and of the Management Systems for Quality, Environment and Safety, one of the strategic tools through which to achieve the objectives of its business.

To do this valveIT S.r.l. on the basis of the analysis of the factors of the context in which it operates and of the stakeholders with which it relates, it promotes all the necessary actions aimed at:

1. effectively manage its internal and external processes, establishing the working and communication methods among the various functions;
2. improve internal organization with a distribution of responsibilities and authorities that facilitate the development of processes;
3. adopt an Integrated Management System geared towards risk management and performance measurement and analysis;
4. carefully identify the needs and expectations of the Customer and all the interested parties, configuring an offer of products and services responding to them;
5. certify its Quality, Environment and Safety System according to the UNI EN ISO 9001: 2015, ISO 14001: 2015 and OHSAS 18001: 2007 standards;
6. compliance with current legislation on Health and Safety in the workplace, ensuring its application also by conducting periodic checks on the site and on the activities;
7. ensure compliance with environmental legislation by aiming to prevent and minimize the environmental impact of its activities;
8. provide a compliant product of "quality" in all senses while preserving all the advantages and flexibility of a small company;
9. guarantee, through an accurate purchasing, supplier management and cost control policy, the competitiveness of prices for sustainability and continuity of the Company;
10. research new technologies that can make products, services and related production processes increasingly efficient and reliable;
11. carry out the training and training of internal staff, on subjects they are responsible for and on the concepts of quality, environment and safety in order to increase their involvement and professional competence;
12. to encourage responsible environmental behaviour by suppliers and companies working on behalf of the organization;
13. consolidating business relationships with historical customers and engaging in relationships with new customers, especially in the Middle East area;
14. monitoring customer satisfaction with consequent actions that can always keep it at optimal levels.

In order to allow the achievement of what has been said, the General Management of valveIT S.r.l. has:

- defined the company processes and identified appropriate indicators of their performance to be reviewed periodically;
- informed the entire staff, through appropriate meetings and meetings to raise awareness and training on the issues of the Quality, Environment and Safety System;
- made investments, in order to optimize the company staff, the work environment and the machinery and equipment, as required by current laws and regulations;
- drafted an Improvement Plan in order to define, for each process, the objectives and targets during the year and the resources and actions necessary to achieve them.

As part of its leadership and responsibility, the General Management undertakes to create an environment that is compliant with the functioning of the processes, and to provide the necessary infrastructures and human and economic resources and believes that the achievement of the goals involves every company function.

The General Management undertakes to promote the understanding and dissemination of the undersigned Policy at all levels of the company and to all interested parties and to review it periodically.