



QUALITY POLICY

Approved on 01.07.2020

PUK Srl places at the center of its attention:

1. MAN and his SAFETY as an essential resource for his development and cultural growth,
2. the CUSTOMER as a resource for his business development, the ENVIRONMENT as a common resource to be safeguarded.

Therefore, the company management has set the following guidelines for the implementation of its Policy.

To achieve this goal, **PUK srl** has identified the following aspects as central elements:

3. correctly interpret the customer's needs by supporting him with its own technical knowledge.
4. Transform the customer's explicit and implicit needs into technical specifications which must become a guide and a reference point during all business processes;
5. evaluate from time to time the changing needs of the customers in order to continuously improve their actions;
6. promote the appropriate IMPROVEMENT ACTIONS and monitor the results;
7. stay constantly updated on the evolution of innovative technical solutions and on the market dynamics in order to seize all new opportunities;
8. empower staff on the quality of the product and service provided to the customer as the personnel contribution is essential to achieve our goals.
9. Prevent pollution and operate in compliance with established internal regulations and requirements by continuously improving our performances;
10. Prevent accidents at work and the development of occupational diseases;
11. constantly improve environmental efficiency and safety by applying the best available technologies when economically possible;
12. maintain continuous respect of the United Nations conventions on the rights of the Child and on the elimination of any form of discrimination;
13. prevent any form of discrimination both in the hiring and operational phases and monitor that also suppliers and sub-suppliers or contractors comply with these ethical rules;
14. provide information on company risks and spread it to all workers;
15. deal quickly, effectively and diligently with needs emerging during work activities;
16. comply with all laws and regulations regarding the product, safety and the environment;
17. monitor and keep under constant control all company processes and its suppliers;
18. provide a reference framework to define the annual objectives and targets for all company processes and reported in the annual program;
19. obtain and maintain the system certification in compliance with the reference standard UNI EN ISO 9001, issued by an accredited body that proves, with independent judgment, the validity of the management system
20. review this policy so that it is appropriate to the context and purposes of the organization and represent a framework for quality objectives;
21. detect and examine non-conformities to improve, with the implementation of appropriate corrective actions, the quality of the product and service provided;

Respect the laws in force and the contractual regulations.

In order to achieve these pre-established objectives, PUK Srl will make available all the resources necessary for staff training, development and growth of a Management System, in compliance with the reference regulations and specifications.

Date 01-07-2020

The company management