COMPANY QUALITY POLICY

"Quality, technical competence and service are the main means to compete on the market and are the fundamental elements of the business strategy of Tank Service S.r.l. whose goal is:

The maximum customer satisfaction in compliance with his explicit and implicit expectations and needs, obtained thanks to the high quality of the services offered.

The basic principle on which this policy is based is to ensure complete customer satisfaction through the systematic implementation of a Quality System compliant with the requirements of the UNI EN ISO 9001:2015 standard, with the aim of pursuing the continuous qualitative improvement of services in compliance with customer needs and the requirements identified in the ADR Directive.

Therefore it means that:

- We need to improve the quality of services. The ability to continuously improve will be measured not only by verifying the achievement of the objectives established in the process policies, but also by evaluating the cost-benefit ratio, the value of which will be established by the Management in the review of the Quality System together with other objectives identified as significant at the time of the review itself, taking into account market situations and customer expectations.
- The customer must always be held in the utmost consideration and we must all work by focusing our attention on satisfying his requests and interpreting his needs so that they can be translated into services that increasingly meet his expectations.
- The ability to operate for customer satisfaction can be measured with the number of complaints, the related costs, the delay times in processing contractual requests, etc., as well as verifying the achievement of the objectives established in the process policies.
- Management will quantify the value of these indicators during the review of the Quality System so that they are relevant, adequate and commensurate with market situations and customer expectations.
- Quality is everyone's responsibility and personal commitment and therefore it is the precise duty of the department managers and of each collaborator to work to ensure that the foundations are laid to ensure that the objectives established in this document, those relating to the processes and those defined periodically in the management review are systematically achieved.
- To this end, it is of fundamental importance to comply with the contents of the Quality System procedures, the level of application of which will be measured with the number of non-conformities and customer complaints generated by the deviation from these documents.
- It will be the Management that establishes the value of these indicators (number, percentage, costs, repetitive anomalies, etc.) during the review of the Quality System and on this occasion it may decide to identify (and quantify) additional indicators.
- The Management is committed to establishing and maintaining a good relationship with its suppliers based on mutual trust, clarity and honesty in relationships and to involve the supplier in the related business processes in the search for optimal and innovative solutions and respect for the environmental and safety aspects, always looking for improvement.
- The Management formally undertakes to conduct a systematic and documented review of the Quality System to ensure its continued adequacy and effectiveness in meeting the requirements of the reference standard and those provided for by Appendix VI of the ADR concerning the requirements relating to the testing of packaging and intermediate containers for the bulk transport of dangerous goods, the objectives expressed in the company quality policy, those defined in the process policies and those that will be defined from time to time, on the occasion of the review itself,.
- The review is the institutional occasion in which the measurement criteria relating to each indicator identified will be established and the necessary resources and the most appropriate and adequate means will be made available to allow the functions involved to work so that the identified objectives can be achieved.
- The Management is aware that the contribution of each collaborator is essential for the achievement of the company's objectives and to this end it has assigned precise tasks and responsibilities that it has documented in the job descriptions and in the nominative organization chart to which it is necessary to refer in order to operate independently and responsibly.
- The Management is committed to investing in education and training, so that the most suitable conditions are created so that each employee can carry out his or her activity independently and is aware of how much his or her activity contributes and is important in order to achieve quality objectives.

Magnago, 27.03.2024 The Management

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