

QUALITY POLICY STATEMENT

For the Gefran Group, the Quality Management System is the means to guarantee the satisfaction of its stakeholders through the identification of their needs and expectations and the solution of their problems.

Gefran Group Management maintains an effective and up-to-date Quality Management System in compliance with the requirements of UNI EN ISO 9001:2015 in order to

1. Create and maintain its identity in line with the promise, purpose and guiding principles of the Gefran Way
2. Satisfy its customers, effectively interpreting their needs and ensuring the best service, creating long-lasting and sustainable relationships
3. Develop its employees professionally to the best of their talent
4. Promote continuous improvement in the organisation
5. Verify achievement of the targets set through quality planning
6. Develop and implement products ensuring that they comply with the applicable binding standards and those adopted voluntarily
7. Ensure conformity of products with the specified requirements and applicable binding standards and those adopted voluntarily
8. Seek, select and develop appropriate suppliers capable of meeting the Group's requirements in terms of total cost, technological capabilities, quality and service.
9. Promptly manage any customer complaints with effective solutions.

In order to achieve the quality objectives that are defined during the management review, each level of the company is involved in the development and maintenance of the Quality Management System

- The Chief Executive Officer, who is the person ultimately responsible
- The Quality Management Manager who
 - promotes proper application of the system in accordance with the organisation's requirements and the UNI EN ISO 9001:2015 standard
 - ensures that system integrity is maintained even when changes to the system are planned
- Managers of offices and departments that ensure that the Quality Management System is effectively known and applied in the areas under their responsibility
- All employees who are responsible for the quality of their work

The Chief Executive Officer invites all personnel to provide their utmost collaboration in order to work in accordance with the provisions of the Quality Management System, Quality Manual, Procedures and Operating Instructions.

Provaglio d'Iseo, 21st August 2020

Chief Executive Officer Gefran Spa
Marcello Perini



Quality Manager Gefran Spa
Silvio Fanini



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