

	QUALITY MANUAL	Allegato IV
	QUALITY POLICY	

Seval's Management set as a primary target the **customers satisfaction** along with **continuous improvements**.

The management also emphasizes the strategic importance about needs and expectations of the parties that must be defined in order to become requirements; the requirements also include those coming from legal obligations or regulations to apply to the finished goods; that those requirements are matched through a prompt application of Quality Management system.

The management ensure the continuous improvement of the effectiveness of its Quality Management System.

The management, in reference to the Quality Policy of the company, has also identified the following **Qualifying Points** that constitute the **General Targets** of the Quality Management System:

- Maintain and sustain a Quality Management System in compliance with UNI EN ISO 9001:2015 e API Q1 9th;
- Sustain a Market Leader position in its sector along with achieve and rise profitability of the company's products;
- Maintain a proper business relationship / partnership with Terenziani Castings for a common profitable and synergic market interest;
- Achieve and sustain, through appropriate training activities, a proper competences and skills of the staff, as ability to manage technical and managerial issues following procedures and as per customers expectation;
- Meet and satisfy the customer needs in compliance with Contract requirement and deliveries terms and conditions. Prompt and professional technical service support through availability of information, test, controls along customer visit at their own premise in order to clear any doubt, needs, information requirements of products and its applications;
- Reach and maintain an adequate on-time deliveries service, through professional commitments and proper production planning process in order to satisfy the commitments undertook with the customers by keeping the defined quality level;
- Pursue continuous process improvement, though effectiveness monitoring activities of the same, reduce the product defect and seeking improvement of the performances;
- To obtain a continuous improvement of the purchased goods, though a strong cooperation with the suppliers along with a sharp evaluation of the same by checking all parameters and not only the purchase prices, especially focused to the suppliers that are part integrated of the production processes;
- Ensure the professional satisfaction of all staff, through keep them as integrated part of the company success and let them fully understand the Quality Policy in order to cooperate for the implementation of the Quality Management System;
- Ensure that the manufacturing process of the products are matching the safety and environmental requirements, as important part of the human being safeguard and for achievement of the expected results.

In order to reach those general targets, for each department specific goals are identified and however it's possible with KPI that are checked and controlled; those figures are systematically updated during the Management Quality System Reviews.

In order to ensure that the Quality Policy is fully understood, implemented and sustained at all company level, the Management display the figures at workplaces and spread by the Head of each and every dept supported by the QA Manager that is also and anytime available for any clarification required.

Managing Director

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