

The Quality Management System of Transfluid has been ISO9001 certified since January 1997 and is continuously updated to the current "ISO 9001:2015" standard version. It is also constantly monitored to assess its efficiency and to identify any areas of improvement. The objective our company intends following and guaranteeing over time is to increasingly improve customer satisfaction and that of the relevant parties, based on the following principles:

## Customer focus

Transfluid monitors a customer's level of satisfaction and loyalty to improve externally perceived quality, prevent complaints and comply with the terms of delivery, providing high value products and services to clients.

The range of products is also constantly amplified and adequately responds to market demands, in particular the manufacturers of systems and machinery.

Customer support is always more precise and efficient, also involving international partners.

## Leadership

Transfluid creates a suitable environment to fully involve staff to achieve preset objectives, in compliance with regulations on ethical behaviour, safety and the environment.

Involvement of all collaborators for the precise application and maintenance of the Quality System is an important requirement for continuous improvement of the company.

## Growth and participation of staff

Transfluid constantly improves skills and involvement of Human Resources in the company by encouraging participation and sharing of the Quality objectives through formation, training, supervision and efficient communication.

Each Service Manager coordinates with his/her collaborators by directing them towards continuous improvement, thereby encouraging development of ideas, proposals and training activities aimed at continuous professional and cultural improvement of all resources.

## Continuous improvement

Transfluid carries out continuous monitoring to improve the efficiency and effectiveness of the process. Where possible, preventive actions are implemented instead of waiting for some problem to draw attention to improvement opportunities.

On all levels, Quality is rationally assessed in terms of risks, opportunities and criticalities. Greater initial commitment is widely compensated by the reduction of any subsequent corrective interventions.

## Supplier monitoring

Suppliers are selected to offer the maximum guarantees possible and are constantly monitored, to sensitise them to the Quality Policy, as they are an essential link in the production chain.

To achieve strategic objectives, Management:

- identifies the measurement parameters of efficiency and effectiveness of the processes and monitors them through audits;
- plans and implements the formation/training activities of the resources in compliance with the skills and professionalism acquired;
- monitors the Quality perceived by the client using a satisfaction detection system for the services provided.

During the Periodic Review of the Quality System, the Quality Policy is systematically analysed and assessed by management, and in relation to the results, the evolutionary conditions of the market and the company, as well as System Management requirements, is reviewed and updated.

All internal and external staff and suppliers are aware of the content of this Quality Policy and use it constantly and normally in the work environment, actively and proactively participating in achieving excellence, customer satisfaction and continuous improvement.

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