

CREOM SRL's board established that priority aspects are the company performances and the customers' satisfaction. These aspects must be followed with determination in all the activities with the whole staff inclusion.

Every co-operator of CREOM SRL, in the Company Area where he/she operates, will contribute to the directives implementation and the attainment of the assigned targets and, he/she will help to improve the Quality Management System not only with his work but also with proposals or with simple advice. In each Company Area the manager will have the task to organize and co-ordinate the competences and resources, both human and technical, in order to guarantee a correct development of the key processes in terms of efficacy and efficiency.

CREOM SRL Quality Management System is based on the risk-based thinking, which allows the organizations to determine factors which could generate deviations of the processes from the ISO 9001:2015 norm, and to actuate preventive controls to minimize the negative effects and better catch the opportunities offered by the market, anticipating trends.

Reaching those quality targets and improvement, indicated in the norm UNI EN ISO:9001:2015 cannot prescind the involvement, the motivation and appreciation of all the company resources.

For this reason, The Quality Policy aims what follows:

- Quality Management System Certification given by an accredited Certification body to demonstrate the Company capacity to guarantee the conformity to customers' requirements, regulatory requirements and applicable mandatory requirements.
- Obtaining and improving continually the company performances quality, in terms of:
 - Identification of explicit and implicit requirements of the customers through the clearness in contractual relationships.
 - Respect of contractual requirements through conformity controls on materials and processes, the maintenance of established work plans.
 - Anticipation of present and future expectations of the customers through the individuation of possible exigencies mutations and flexibility of the processes.
- Obtaining economic advantages from a higher internal efficiency
- Collection and evaluation of customers information with the aim to individuate the satisfaction level and the perception about the Company performances.
- Staff Training and continuous update on the norms and technological aspects regarding the production processes.
- Constant involvement of the whole staff for the correct functioning and constant improvement of the Quality Management System, in order to increase the efficient aspects, which reach the results.

The quality aims are defined annually from the Direction and they are monitored thanks to opportune performances indicators.

The Quality Policy is re-examined annually to adjust it to the Company evolution and the principals contained in it are diffused to all the levels of our organization.

Date

30/03/2018

