

<b>FRANCESCO</b> <small>ARCHITECTURAL LIGHT</small>		<b>QUALITY POLICY</b>				Cod. Module: S52.01
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## QUALITY POLICY

The general direction is strongly convinced that to manage successfully the Organisation is essential:

- a systematic approach, available and knowable for everyone;
- to define the risks and the opportunities which influence the General System of Quality (SGQ) in order to reach the expected results.
- to establish, maintain and use a SGQ, created to improve constantly all the activities , considering the requirements of the parts, that are: the clients; Organization, composed by members, management and staff; the suppliers;
- to apply the seven quality management principles and necessary to achieve the objectives:
- ✓ **Customer focus.** Quality management is mostly focused on the satisfaction of requirements of the client and the commitment to satisfy the expectations. Every aspect of interaction with the client gives an opportunity to create a greater value for the client contributing to the lasting success of the organization
- ✓ **Leadership.** For all levels, leaders establish unity of intent and create the conditions in which people work actively to reach the targets for the quality of organization.
- ✓ **Active participation.** Competent people, responsible and actively engaged on all levels, they are essential to improve the organization.
- ✓ **Process approach.** The results are steady and more effectively predictable when the activities are managed and included as correlated processes that act like a coherent system.
- ✓ **Improving.** The successful organizations are always focused on improvement.
- ✓ **Decisional process based on evidence.** The decisions based on analysis and evaluation of information give the expected results. The decisional process can be complex and it takes always a component of uncertainty. It's important to understand the relationships cause effect and potential involuntary consequences. The analysis of facts, of evidences and of information brings a greater objectivity and trust for the decisional process.
- ✓ **Management of relationship.** For lasting success, the organizations manage their relationship with main parts, the suppliers.

The General System of Quality (SGQ) is the necessary tool to grant the achievement of Quality's targets. It describes and defines the Organization, the resources, the responsibilities, the procedures, the standards and also the technical rules to apply.

The General Direction (DG) promotes the application, the improvement and the development of SGQ and he acts in order to spread the quality principles among employees and collaborators of Organization. For this reason the staff must respect, the rules of Quality Manual (MQ) concerning their activities.

Quality Policy commitments of DG are described in the objective plan which includes the measurable targets that DG tries to reach, giving to all the responsible the essential sources and support.

Periodically the DG reviews the adequacy of SGQ, of quality policy, of targets and standards, intervening where there are opportunities for improvement.

General Direction  
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