

The Legal Representative of **CROMOTER SRL** in collaboration with the Technical Director and the Manager of the Management System, in order to guarantee for each PRODUCT / SERVICE supplied with the maximum efficiency of execution and the systematic achievement of customer satisfaction, has decided to adopt a Quality Management System compliant with UNI EN ISO 9001 (Ed. 2015) whose **strategic objectives** are:

- ✓ Achieve concrete benefits with the implementation of the QMS;
- ✓ Strengthen the process approach, which incorporates the Plan-Do-Check-Act (PDCA) cycle and risk-based thinking (risk-based thinking);
- ✓ Implement a process of continuous improvement of the internal organization, and optimize resources in terms of both personnel and vehicles and equipment;
- ✓ Improve the management and control of the services performed, ensuring compliance with delivery times and the expected quality in accordance with contractual requirements;
- ✓ Increase the degree of customer satisfaction;
- ✓ Realize a service that meets the requirements, needs and expectations of the Clients at competitive costs and within the pre-established time limits.

The defined objectives require the implementation of strategies that globally involve the human and technological resources of **CROMOTER SRL**, the strategies are aimed at achieving the following purposes:

- ↳ plan business activities and processes ensuring the suitability of resources (in terms of companies supplying equipment and instrumentation and companies selected for maintenance) designated to carry out the same;
- ↳ deploy the commitment to quality throughout the company also through the formalization of specific technical documents (Operating Instructions) that are an integral part of the corporate culture;
- ↳ minimize errors, defects, shortcomings and non-conformities through the certainty that all the selected companies carry out their tasks in a systematic way using specific procedures, and adapted to the specific needs of the client;
- ↳ train and update their collaborators to ensure continuous professional growth, in order to make the activities or services performed more competitive;

- ⇒ implement, by all the personnel concerned, what is established and planned in the quality management system, in relation to the tasks performed by each one;
- ⇒ verify that what has been established is correctly and effectively implemented;
- ⇒ identify, resolve and record Non-Conformities according to formal procedures;
- ⇒ systematically activate corrective actions aimed at removing the cause of the onset of non-conformities;
- ⇒ privilege actions aimed at avoiding the onset of non-compliance based on the risk analysis of the processes and lessons learned;
- ⇒ systematically carry out review and analysis of the progress of business processes and activities, ensuring the use of "feedback" (feed-back) from previous experiences to continuously improve the Quality Management System.

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IL LEGALE RAPPRESENTANTE

Ing. Domenico Croce

