

INTRODUCTION

Quality policy pursued by Tecna considers the management of the quality as essential to achieve the goals required by the market to which it is addressed. It is committed to respect the contractual liability made with its customers, aiming at achieving the correct interpretation of their needs' satisfaction, to ensure the competence, expertise, and seriousness. For this purpose, Tecna defines the following principles as reference and targets of its Quality Policy.

INVOLVEMENT OF STAFF AND STAKEHOLDERS

Tecna considers a primary strategic element involving personnel and all stakeholders, together with the active participation of all employees. It promotes the development of internal expertise and the careful selection of external partnerships to equip itself with competent and motivated human resources.

LEADERSHIP

Tecna assumes responsibility of its QMS efficiency, making all the necessary resources available, ensuring that the planned objectives are suitable for the context and strategic guidelines. Tecna communicates the importance of the QMS and actively involves all interested parties, co-ordinating and supporting them.

PROCESS APPROACH

Tecna identifies various activities of its organization as processes to be planned, controlled, and constantly improved and activates the resources for their realization. Tecna manages its processes to make clear and unambiguous:

- the objectives to be achieved and the expected results
- the related responsibilities and the resources employed

ATTENTION FOCUSED ON THE CUSTOMER AND INTERESTED PARTIES

Tecna is committed to:

- understand customers' needs, by planning their activities to fully satisfy them
- work to reach the agreed quality level, from a perspective of safety too.
- prevent Non-compliance and Complaints

To achieve these objectives, the organization operates in compliance with requests and requirements

- of the target market
- of the country in which it operates, fulfilling the laws and regulations of all parties involved in critical processes

ASSESSMENT OF RISKS AND OPPORTUNITIES

Tecna plans its processes with an approach based on risk assessment and related opportunities, to adapt the most appropriate actions to:

- evaluate and treat risks associated with processes.
- take advantage and enforce the identified opportunities.

Tecna supports methodologies and tools, useful to predict problems, trends, and/or future changes, planning the most appropriate actions to manage the risks in time correctly.

PERFORMANCE EVALUATION

Tecna is aware that process improvement is evaluate data and information. The organization supervises, measures, analyses and evaluates the data relating to its activity by using indicators, the accurate recording of the NC (Non Conformity) and CC (Customer Complaint), the annual drafting of the Management review and to communicate the results to the interested parties

IMPROVEMENT AND GOALS

Tecna is aimed to economic development and business continuity of the organization especially by customer satisfaction and continuous improvement of the QMS performance. Tecna has adopted the preliminary risks and opportunities evaluation, connected to the company processes, the internal and external verification of activities, and the Management review to achieve its objective. Moreover, Tecna aims to keep the NC and RC below the limit set in the review and reported in the indicators.