

Isval Management understands the need to reach the following general goals:

- Guarantee profits to stockholders
- Put in place improvements in order to optimize resources
- Widen markets
- Improve customer satisfaction
- Motivate and give added value to human resources

These goals are pursued by means of the following policies:

Quality: ability to guarantee agreed specifications and satisfy customers' requirements

Flexibility: ability to adapt within short terms to changing customers' demands on delivery, quantity and products

Support: ability to offer suggestions, solutions, advices on products and customized services.

Isval Quality System, complying to standard UNI EN ISO 9001, is the instrument able to let these goals be achieved.

Isval founds his own policy on a Risk Based Thinking, in order to better understand risks and opportunities of its Quality Management System.

Management, during yearly Quality Management System review, evaluates risks and opportunities and defines short and medium-term actions required to guarantee continuous improvement.

Isval intends to keep investing so that to increase capacity and respond proactively to market changing requirements.

General Management undertake the commitment to manage the Quality System and strives to have it divulged, shared and explained throughout the company structure.

Isval policy is well known at all levels and it's available on Isval website www.isval.com

On behalf of the General Management

Marcheno 01/2018

