

QUALITY POLICY

WIRUTEX SRL designs and manufactures tools, targeting customers with medium-high qualitative requirements, including manufacturers of woodworking machines and major companies producing furnishings and semi-finished products, as well as items made of plastic, aluminium and innovative materials. WIRUTEX also provides a sharpening and repair service for its own and third-party tools.

Customers are primarily private companies that require products which comply with the specified and/or implicit technical and safety requirements.

Wirutex offers its customers products with a focus on aesthetic details, reinforcing the company's corporate identity and the technical content it offers.

The goal of Wirutex is to achieve full customer satisfaction in respect of all stakeholders, through the continuous improvement of quality, service, efficiency, price, reliability and image, in all contexts within which the company operates, with a view to meeting the planned strategic purposes and goals.

In order to achieve this, the company works to establish, maintain, implement and support:

1. The Quality Management System, in accordance with UNI EN ISO 9001 standards - and accordingly, an orderly working system based on rules, procedures and instructions, providing objective assurance to the customer of our company's commitment and willingness to work in a positive manner, ensuring that we uphold our commitment to comply with the specified and applicable requirements;
2. The establishment of strategic goals and pathways and the corresponding external and internal factors, which can be monitored via numerical and non-numerical targets, enabling the periodic analysis and evaluation of the goals set and the results expected, as well as the assessment of risks and opportunities and the actions to be taken(*risk-based thinking*);
3. The analysis and evaluation of the requirements of the relevant parts of the QMS and the assessment of risks and opportunities, as well as the actions to be taken(*risk-based thinking*);
4. The monitoring and measuring of processes and the QMS as a whole, in order to perform analyses and evaluations, as well as to implement the continuous improvement thereof (PDCA cycle), assessing the risks and opportunities and the actions to be taken(*risk-based thinking*);
5. The Quality Assurance activity which reports directly to the Management team, ensuring the smooth functioning of the QMS;
6. The involvement and participation of all members of staff, in order to contribute to the effectiveness of the QMS;
7. The delivery of training at all levels in order to obtain the skills necessary to perform working activities and enable professional improvement;
8. The extension of the improvement initiative to suppliers for quality assurance regarding raw materials, semi-finished products and purchased/processed products;
9. The elimination of product defects, application errors and improper use of products, as well as the monitoring and management of the delivery date communicated to the customer;

10. The clarity and readability of communication documents and internal and external information.

THE MANAGEMENT