

Quality Policy

Osio Sotto, 16/01/2017

SCOPE OF THE SYSTEM: ORGANISATION AND MANAGEMENT OF TRANSPORT,
PARCEL WEIGHING

OBJECTIVES

The fundamental objective of TECNOFREIGHT s.r.l. is **customer satisfaction and continuous improvement of the service/product offered**: the fundamental expectations of the customer can be summarised as high professionalism, convenient price, respect for time in the provision of services.

STRATEGY

The company has decided to provide itself with a Quality Management System to ensure the achievement of the objectives in the activities performed: **TRANSPORT ORGANISATION AND MANAGEMENT, COLUMN WEIGHING**.

The achievement of the above-mentioned objectives can be summarised as:

High professionalism:

- Delivering a service to the customer with the most suitable tools and the most competent personnel.

Transparency and trust:

- Before each intervention, the type of service and how it is delivered is always assessed.
- Complete traceability of all work carried out through the completion of control forms.

Availability:

- Immediate interventions and availability

Warranty and quality:

- The delivery of a service that always meets the requirements agreed with the customer and fulfils their expectations.
- Technical training and constant updating of all personnel.

Customer relationship:

- Customer satisfaction is constantly monitored because anticipation and satisfaction of customer requirements form the basis of the company's Quality System.

The Quality Policy is documented in the Quality Management System to represent the company's intentions with regard to the application of Quality Management and to serve as the basis for Evaluation and Certification by the Principals and the relevant National/International Bodies.

The Quality Policy must be understood at all levels of the company's organisational structure. It is therefore distributed to all personnel.

MANAGEMENT COMMITMENT

The Management undertakes to define and maintain an adequate structural framework within the company and to communicate and make the Quality Management System understood within the organisation.

The Management also undertakes to review the Quality management system annually to ensure its continued suitability and to make necessary improvements.

La Direzione