

QUALITY

The Quality Policy is an essential part of our company policy

Objectives

1. To realize true satisfaction and loyalty of our customers and other stakeholders
2. To efficiently manage our key processes
3. To continuously improve
4. To comply to all legal and other regulatory requirements

We want to realize these objectives by

1. **Customer satisfaction** is monitored and evaluated by measuring results through feedback and interactions on an ongoing basis.
2. Measureable **Quality and Service indicators** are deployed throughout the organization in line with the company's objectives and focused on customer requirements
3. A practical and effective **ISO 9001 certified Quality Management System** is implemented, maintained and monitored for continuing suitability & best practice.
4. **Customer requirements** are "fitness for use" translated into product and service specifications and into well-controlled operational process parameters.
5. Each employee and each team takes initiative and participates to the **continuous improvement** of our processes and performances, and contributes to preventive and pro-active thinking and action.
6. **Change projects and new product and process development** projects are realized in a market driven, focused and structured way. These projects are essential to fulfill both customer expectations and the company's objective to grow.
7. **Cross-functional multidisciplinary teams** are set up whenever needed and actions are realized with high sense of urgency.
8. **Key competences** are identified. Each employee is regularly informed and trained to improve competences and increase quality awareness.
9. The Management provides the necessary **resources** to realize the Quality Objectives.


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