

		POLITICA DELLA QUALITÀ				
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QUALITY POLICY

Deko Srl is an Italian company which believes in its own “made in Italy” and quality, determined to bring worldwide its expertise in the non-stick system production.

The Management is firmly convinced that in order to successfully manage the Organisation it is essential to:

- Bring more performing cookware paints to the market, offering a consulting and after-sales service led by expert chemists and technicians;
- Define risk factors and opportunities which impact the Quality Management System (QMS) in order to achieve the expected results.
- Create innovation for the non-stick coating sector, being able to customise its coatings to meet the customer needs with fast production and delivery time.
- Establish, maintain and use a QMS, designed to continuously improve all the activities, taking into account the needs of the involved parties, which are: customers, Organisation, competent authorities and suppliers.
- Be compliant with the applicable mandatory requirements (standards, laws, regulations and customer specifications).
- Be environmentally friendly and reduce the environmental impact as much as possible. The company also produces water-based paints, thus giving its customers the possibility of using solvent-free non-stick systems. In addition it also has a waste-free production system.
- Apply the seven below described quality management principles, which are necessary to achieve the goals:
 - ✓ **Customer focus.** The main focus of quality management is on meeting customer requirements and striving to exceed their expectations.
 - ✓ **Leadership.** Leaders establish unity of purpose at all levels by creating conditions in which people actively participate in achieving the Organisation's quality objectives.
 - ✓ **Active participation of people.** Competent, empowered people, who are aware of the applicable product requirements and actively engaged at all levels throughout the Organisation.
 - ✓ **Process approach.** Deko srl manages its activities as interrelated processes which act as a consistent system in order to achieve steady and predictable results in a more effective and efficient way.
 - ✓ **Improvement.** Successful organisations are continuously focused on improvement.
 - ✓ **Evidence-based decision-making.** It is important to understand cause and effect relationships and potential unintended consequences. Facts, evidence and data's analysis leads to greater objectivity and confidence in decision-making.
 - ✓ **Relationship management.** For a long lasting success, the organisations manage their relationships with the relevant involved parties, such as suppliers.

The Organisation's QMS is the tool needed to ensure that the quality objectives are achieved. It describes and defines organisation, resources, responsibilities, procedures, standards, laws, regulations and applicable technical rules.

The Management promotes the application, improvement and development of the QMS and ensures that the principles of total quality management are spread, understood and shared by all the employees and coworkers in the Organisation. Therefore, the staff is required to comply not only with the requirements of the Quality Manual (QM) but also with the related documentation for the activities within their competence.

The Quality Policy commitments result in an OBJECTIVES PLAN, which contains measurable targets which the Management commits to achieving, providing all the involved managers with the necessary resources and support. The Management periodically reviews the suitability of the QMS, the quality policy, the objectives and the indicators, taking actions where opportunities for improvement exist.

Managing Director

Chiara Brunelli

