

### COMPANY MISSION

#### Client Orientation:

- Orientation to the full customer satisfaction to the market and to its continuous changes constantly updating the company and its structure to anticipate and predict future scenarios.
- Monitoring customer satisfaction, management complaints and non-conformity with reduced timing.
- to continually research and develop new and innovative technologies; Consolidate and continually improve the knowledge acquired to guarantee high quality standards.
- Buy and use only components of leading brands with high quality level with international diffusion to encourage the availability.
- Better manage the after sales assistance trying to reduce the timing of waiting in case of need for the customer.

#### Internal orientation:

- Maintain the company's workforce to a high professional and qualitative standard.
- Insert the necessary professional figures to cover the branches of business to be developed
- To constantly qualify the internal and external professional training of the company staff.
- Disseminate and share technical information, results, performance successes and failures if verified in order to make the staff participate in achieving the objectives set by the management.
- employ means, machines, cutting-edge equipment able to shorten the machining process and guarantee high quality standards in compliance with the requirements of Legislative Decree 81/08 for all staff and for all employees of the company
- Making available to the company staff of means, structures and equipments necessary to obtain the productive efficiency and for the regular performance of the professional activities
- Keep the computerization of the company in constant and continuous updating by inserting the use of devices for the transmission and the elaboration of the data more and more performing.

Today's market imposes on the organization a continuous and careful analysis of reality in order to identify the new prospects of delivery of products and services. In This phase of change the success of Hydrotech ENGINEERING S.R.L. is possible only if the whole organization is oriented, through its own activity, to satisfy the expressed and unexpressed needs of the customers and if it will be able to put in the field strategies and Initiatives able to respond adequately to them.

From the conviction that it is possible to significantly improve the processes of product delivery and customer service, also obtaining an optimization of the efficiency of the structure, the need to design a management system for the Quality has come about, whose objectives are:

- Orientation to **customer satisfaction**;
- Compliance of applicable requirements;
- Adoption of the philosophy of **continuous improvement**;
- Activation and maintenance of a **Quality Management System** based on the requirements of standard UNI EN ISO 9001:2015.

The achievement of these objectives is measured by indices of a predominantly quantitative nature and by the analysis of internal/external Non-conformities and customer complaints.

The director of the management system has the authority to establish, plan and coordinate the business quality program, to carry out the necessary verifications on its application and conformity, to contribute to the training of the personnel in this field and to prepare the necessary corrective actions to the system itself.

It is the responsibility of the Directorate to promote a Review of the System at least once a year, through indicators to assess, measure and monitor the objectives set.

It is a clear conviction that the pursuit of this policy brings tangible advantages to the Organisation and to Customers to such an extent that they satisfy both.

Management

