



QUALITY POLICY ed. 02/07/2018

Our QUALITY CONCEPT vision is not just related to product features but more precisely to the PRODUCT/USER synergy. The quality objective of D-KTC Fluid Control S.r.l. is to provide products that meet Customer needs in all respects.

The quality of any industrial product is of course conditioned by the complexity of its physical, functional, and aesthetic characteristics. Knowledge and study of these and the ability to use the most advanced technologies, typical of the industry in which we operate, represent the specific points of commitment to which the entire work of the Company is addressed

By always focusing our attention on the product/user synergy, we define QUALITY as **“THE DEGREE OF SATISFACTION THAT PRODUCT FEATURES MUST OFFER IN COMPARISON WITH THE REQUIREMENTS OF THE USER FOR WHICH IT IS INTENDED”**.

D-KTC Fluid Control S.r.l. quality is ensured all the way from the receipt of an order to delivery of the product.

The main objectives that the organisation strives to achieve are:

- Total orientation toward customer satisfaction
- Identify simple and functional processes, procedures and operating instructions for the activities to be performed
- Reduce costs due to Non-Quality resulting from improper application of the adopted System
- Improve the sensitivity, the spirit of collaboration and the attention of all staff regarding quality aspects
- Collaborate closely with Suppliers to expand and improve the range of products and services and increase market competitiveness
- Pay attention to human resource management to qualify staff and establish lasting relationships

The objectives outlined above represent a general framework of reference for defining quality system indicators, their improvement margins and customer satisfaction assessment factors. In particular, the achievement of said goals is measured:

- By monetary indicators
- Through analysis of internal and external Non-Compliances
- Through analysis and the number of Customer Complaints
- Pay attention to the resources management (human, infrastructural and company environment).
- Periodical analysis of satisfaction of requirements of the interested parties;
- Periodical analysis of taken actions after the identification of risks and opportunities

Management is directly responsible for full implementation of the Quality Management System and promotes periodic review to ensure its suitability. Management has delegated the Quality Manager with the power to take all the initiatives it deems most appropriate for the implementation of this Quality Policy. Furthermore, Management is guarantor that its quality policy is perfectly clear to all employees. Training courses are therefore available for new hires and information or courses specific to the Quality System are available for all D-KTC Fluid Control S.r.l. employees.

General Management and the Quality Manager annually plan new objectives to optimise the company's organisation for continuous improvement in the quality of products and services to Customers.

