

Brofind S.p.A. Viale Stelvio, 5 20159 Milano	QUALITY POLICY	Pag. 1 di 1
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The company policy establishes the general objectives to strive for and the commitments to achieve them, both in relation to external needs (improvement of the performance of its products, customer satisfaction, socio-economic needs) and in relation to internal needs (customer satisfaction internal, reduction of non-conformities).

The goals of BROFIND S.p.A., explicitly defined, are:

- **fulfillment of the requirements** (required by the Customer and necessary to comply with the requirements of the products / services), including the applicable mandatory ones;
- **continuous improvement** of the effectiveness of the management system;
- **cost reduction**; in terms of eliminating internal non-conformities and those induced by external suppliers;
- **individual responsibility.**

In view of the above mentioned goals, the company has identified and defined the commitments to achieve them in terms of tools, methods, resources and anything else necessary to ensure the achievement of the set goals.

The **tools** to achieve these **goals** are:

- **Maintenance of appropriate "Internal Audit" procedures:** obtained by working to prevent, or in any case promptly remove, causes of discrepancies with respect to both the characteristics of the product / service and the times and costs agreed with the Customer;
- **Training:** carried out by introducing all company functions at all levels to the Quality disciplines and in particular to those in positions of responsibility;
- **ISO 9001: 2015 certification:** this is the reference standard for the Organization;
- **Organization:** defines the organization chart and organizational objectives of all departments.

The tools identified as necessary to achieve their goals affect the entire organization in an integrated business vision in which the Quality aspect is combined, in a correct balance, with all the aspects that contribute to outlining the business strategies.

DATE
01.01.2021.

BROFIND'S MANAGEMENT

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Dott. Ing. Elio Flocco
PRESIDENTE