

Quality Policy

ClarineT is committed to the implementation and continuous improvement of the quality of its products/services to achieve the highest Customer satisfaction.

This will be achieved through:

- Consideration of context of the organization and aligning the Quality Management System with the strategic direction of ClarineT
- Satisfying customer and applicable statutory and regulatory requirements
- Management of the organization, along with employee-established quality objectives and defined responsibilities for their fulfillment
- Establishing, applying, maintaining, and continual improvement of the effectiveness of the Quality Management System – ISO 9001:2015
- Continual enhancement of customers' satisfaction
- Tracking and applying new technologies and methods, and educating employees
- Careful selection of suppliers
- Commitment to increase the quality of its product/service in order to exceed customers' expectations
- The full involvement of all personnel, also by means of proper training activities, in order to ensure that each person is aware of the relevance and importance of his/her own activities, and how they contribute to the achievement of quality objectives
- Making continuous improvement a part of every day and every job
- Implementation of audits and collection of *lessons learnt*, to guarantee that *best practices* circulate among the organization and the group aiming at excellence achievement
- Ensuring that our Policy and Procedure Manuals reflect what we actually do
- Understanding how our jobs fit into the overall flow of work at the organization and its group
- Continuously upgrading the Quality Management System in all stages.

The framework for setting quality objectives is defined in the Quality Manual.

The Top Management is responsible for communicating the Quality Policy to all persons working for or on behalf of the organization and making it available to the public. Everyone is responsible for the quality within the company and for maintaining the highest quality standards.


Marco Ramognino
CEO
ClarineT Srl

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