

	QUALITY MANAGEMENT SYSTEM Quality Policy	POL.QUA.003 rev.00
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The General Management of **HSG Engineering srl** wants to follow a modern quality management, aiming at an optimal organization of resources, to obtain full customer satisfaction and optimal operational efficiency. For this reason, it has established a Quality Management System with the aim of managing and controlling technical, organizational and human factors that can influence quality, operating in substantial agreement with the UNI EN ISO 9001 : 2015.

HSG wants to concentrate its resources and expertise to fully meet the needs of software development and automation systems, for plants in the pharmaceutical and general processing sectors, present both in Italy and abroad.

Aims:

- Qualified technical staff ensuring the improvement and continuous growth of skills.
- Interpret customer needs through appropriate technological solutions.
- Respect of delivery times.
- Ensure the assistance service, in all phases of project development and subsequent.
- Represent for Customers, a technological partner of reference, also guaranteeing the training of the Customers themselves.
- Ensuring to Customers, reliability and cost-effectiveness of services.
- Aim for greater involvement of staff and collaborators, including through appropriate communication and training tools.

To reach these objectives, HSG Engineering commits itself to:

- Use a Quality Management System in compliance with the UNI EN ISO 9001: 2015 standards, built on the current needs of the organization that is dynamic and flexible to face continuous business growth.
- Involve the Customer, to:
 1. guarantee the clarity of the requirements and the respective roles and responsibilities,
 2. improve relationship and communication skills,
 3. systematically detect the Customer satisfaction.
- Provide adequate training and training for staff.
- Ensure that the responsibility functions within the organization are correctly interpreted and accepted.
- Check the performance of its internal processes to implement, where necessary, appropriate improvement actions.
- Use personnel with high professional skills, close to the needs of the end customer, updated on available technologies and able, not only to design software, but also to provide integrated solutions for the functionality of the complete customer system.
- Use a service delivery process based on professionalism, timeliness and competence towards the customer without neglecting the image
- Utilizzare un processo di erogazione del servizio basato su professionalità, tempestività e competenza nei confronti del cliente senza trascurare anche l'immagine e la forma.
- Use a technically elevated commercial approach, focused on the companies of plants in the sector with which to consolidate a continuous relationship. Extend the customer park especially in the pharmaceutical industry.

GENERAL MANAGEMENT