

Quality Policy

MER MEC STE Top Management wishes to implement and support a Quality Management System (QMS) in compliance with UNI EN ISO 9001:2015.

The Top Management commits itself on:

Organization Context

Determining the context of the Organization, ensuring:

- The understanding of external and internal issues which are relevant to its strategic direction;
- The understanding of stakeholders and their needs;
- The availability of qualified resources able to propose innovative and competitive solutions on the market;
- The suppliers selection and qualification and the continuous control and improvement of the supply chain.

Customer and stakeholders focus

Guarantee the satisfaction of Customer and stakeholders expectations, by:

- Identifying and communicating them within the organization;
- The realization of products/services fulfilling contractual, mandatory, performance, safety, and reliability requirements and quality standards of the sector;
- Constant monitoring of products/services quality in order to prevent non conformities and restrain non quality costs;
- Establishing a partnership with customers, suppliers and any stakeholder involved, aiming at a common growth;
- Promoting a culture of health and safety in the workplace, respect for the environment, and the prevention of corruption.

Process approach and objectives

- Identifying the processes needed for the Management System, determining their sequence and interaction and identifying the resources - human, infrastructure, economics - needed to ensure the effective operation, control and improvement of such processes;
- Defining measurable and suitable objectives for each company structure.

Leadership and staff commitment

- Assigning roles and responsibilities, granting that all employees are aware of the importance of their activities and how they contribute to achieve group objectives, through the application of procedures, principles of good professional practice, legal prescriptions and regulation in force;
- Guarantee staff proficiency and commitment through:
 - Communication and sharing of company objectives and results achieved;
 - Specific technical and management training;
 - Staff motivation and incentive, by improving resources' skills and capabilities.

Risks and opportunities analysis

- Identifying and analysing risks and opportunities, based on criteria that reflect organization's resources, values, and objectives;
- Implementing control measures and actions to reduce undesired effect and enhance opportunities;
- Evaluating actions effectiveness to address risks and opportunities.

Monitoring and improving the Quality Management System through:

QMS monitoring and improvement

- Periodical audits;
- Target definition and measurement to improve the process performance;
- Periodical review of the Management System in order to measure its adequacy, compliance and effectiveness;
- Adapting it to legislative, normative, technological, and organizational evolutions, as well as to customer requirements and expectations.

The whole staff of MER MEC STE, at any level, is responsible for the exact application of the prescriptions of the implemented Quality Management System.

Milan, 22/09/2022



MER MEC STE Top Management