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Quality Policy manual

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AII.I QUALITY POLICY

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QUALITY POLICY

TTS Cleaning has a Quality System guaranteeing the customer that products satisfy the requirements written in the contract or shown in the BROCHURES.

TTS Cleaning is accomplishing a PROGRAM OF CONTINUOUS QUALITY IMPROVEMENT processed according to the principles of Total Quality, which has the following strategic goals:

- Maximum Customer satisfaction and of the other relevant interested parties,
- Full cooperation with suppliers,
- Respect for the environment,
- Highest despatch reliability,
- Reduction of order preparation time ,
- Conformity of products with the requirements set and demanded by customers,
- Continuous innovation and research of new products and materials.

To achieve these goals TTS takes the following measures:

1. plans the Company Quality System trying to limit risks and maximize opportunities;
2. defines the tasks and responsibilities of its own staff and establishes the procedures to be followed during the process;
3. plans company activities in order to guarantee the completion of orders according to the pre-arranged time and cost terms, using company resources, in accordance with safety standards;
4. improves human resources, favoring the professional growth of its own staff by training and involvement;
5. chooses materials of suitable quality;
6. uses suitable equipment to achieve production targets and to maintain;
7. selects suppliers according to the technical and innovative skills they have shown;
8. ensures the standardization of processes and products.

Quality goals are defined by a quality IMPROVEMENT PLAN, whose success EVERYBODY is asked to cooperate with.

General Manager

S. GIUSTINA IN COLLE (Pd) , October 1st 2017