

The management of **DELTA ELETTRONICA** establishes corporate strategies in the awareness of the need for an integrated vision of the organization, in which the "quality" aspect permeates, and is the foundation of all the other aspects that combine to outline the strategy itself.

Through the Quality Management System, the Management of **DELTA ELETTRONICA** defines its expectations (performance) and those of the interested parties by identifying, monitoring and eliminating the criticalities of their processes and enhancing their strengths

The general guideline that governs and oversees the Quality Policy is the satisfaction of interested parties with a view to continuous improvement.

DELTA ELETTRONICA has identified as essential the actions for:

- Understand the context in which one operates
- Identify the competitive advantages and business risks to be faced
- Highlight and exalt one's strengths and monitor and eliminate one's weaknesses
- Define the necessary implementation methods to improve their performance;
- Implement the application of the operational principles of the Quality Management System to all processes;
- Monitor the organization in its compliance with regulatory and legislative requirements

WHAT WE WANT

The Management considers it essential that the organizational strategies, and therefore its work, is aimed at:

- Actions to identify the opportunities that the context in which it operates provides, assessing the risks and taking action with targeted actions at elimination of critical issues and the pursuit of objectives
- Satisfaction of the implicit needs and expectations of the interested parties (clarity of references, ease of contact, partnership, ...)
- Comply with customer requirements and applicable mandatory requirements by notifying the entire organization
- Customer satisfaction with reference to contractual provisions
- Recognition by the market of the requirements of a certified company capable of ensuring a product/ service qualitatively superior and proven reliability
- Effective management of business processes
- Satisfaction of the safety, hygiene and environmental protection requirements established by the law in force

HOW WE ARE COMMITTED

To this end, **DELTA ELETTRONICA** undertakes to:

- Keep the Quality Management System implemented in light of the UNI EN ISO 9001: 2015 standard and the AS standard 9120B / EN 9120: 2018
- Increase and keep the professionalism of employees updated
- Motivate, empower and sensitize staff to continuous improvement
- Adopt the most advanced technological tools that make it possible to increase competitiveness
- Maintain a high quality level of suppliers through choices aimed at reliability and the establishment of partnerships with them

The Management of **DELTA ELETTRONICA** supports the Quality Policy as formulated for the pursuit of the set objectives and continuous improvement, it also takes action to disseminate it and make it understood at all organizational levels and to the parties who have an interest in **DELTA ELETTRONICA**.

The review of the performance of the **DELTA ELETTRONICA** includes the evaluation by the Management of the effectiveness of its work through special meetings held with its staff to ensure the adequacy of the processes and compliance with the requirements of the UNI EN standard ISO 9001: 2015 and the AS 9120B / EN 9120: 2018 standard

WHO WE ARE

The market in which we operate demands from us more and more professionalism, the ability to assist our customers also in compliance with the regulations of organizational and social impact, the priority objective of **DELTA ELETTRONICA** is the increasing satisfaction of anyone who has relations with us.

We, our suppliers, our customers and anyone with interests in **DELTA ELETTRONICA** are a single "body" that must move in unison for mutual satisfaction considering each improvement reached a starting point and not an arrival point.