

QUALITY POLICY UNI EN ISO 9001:2015

WESTRAFO S.r.l. in line with its corporate philosophy based on the ability to continuously adapt to the needs of the market, has decided to comply with the requirements of **UNI EN ISO 9001:2015** in order to identify and meet the expected needs of its customers and relevant stakeholders, to gain competitive advantages and to achieve, maintain and improve performance and organisational capabilities.

The following **Quality Policy** was therefore created as a commitment of the **General Management**, including through the actions of all personnel, to obtain and maintain certification to **UNI EN ISO 9001:2015**, which includes:

- Meeting the needs of its Customers and stakeholders for the management system
- The fulfilment of product requirements also through the use of subcontractors and suppliers that can improve our competitiveness by increasing technical and production capacity
- Continuous attention to the needs of collaborators in order to establish and maintain a company climate that fosters their behavioural and professional growth

To ensure that it is understood and shared, this document has been disseminated to all levels of the organisation through training meetings and display on the premises so that it is also accessible to visitors.

Based on the general principles set out below, objectives are monitored and defined during the annual Management review in order to continuously improve the effectiveness of the quality management system.

WESTRAFO defines annually and reviews:

1. **CONSISTENCY WITH CUSTOMER REQUIREMENTS** for the purpose of:
 - Ensuring compliance with contractual, technical, quality requirements
 - Increasing product and service reliability
 - Consolidating customer satisfaction
 - Developing and optimising processes (where possible)

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2. **TRAINING AND RESOURCES** that form the basis for the achievement of Quality objectives and result in:

- Enhancing the level of competence, professionalism, involvement and motivation of employees
- Fostering the cultural growth of the company and the search for the causes of problems occurring
- Inducting and training young staff to remain competitive in the future
- Providing adequate resources (facilities, means, equipment, software, etc.) with effective investment management
- Ensuring a high level of maintenance, safety and reliability of the available means
- Ensuring a favourable work environment
- Maintaining a high and constant level of supplier performance

3. **STRATEGY** that is focused on:

- Enabling continuous performance improvement
- Promoting problem solving and preventive activity
- Measuring and analysing performance to increase results
- Increasing the number of customers and understanding market needs

The General Management promotes the application, improvement and development of the Quality System and ensures that the quality principles contained in the procedures and instructions are disseminated, understood and shared by all employees and collaborators.

Vicenza, 16/09/2020

THE MANAGEMENT