

POLITIC FOR THE QUALITY

PGENERAL PRINCIPLES

The IT WASH srl quality policy expresses our uncompromising commitment to continuously improve products and processes, emphasizing the fundamental role of each collaborator in fully responding to the requests of our customers.

Here are the principles:

- We want to provide our customers with products that meet clearly defined requirements at low cost to enhance long-term customer satisfaction.
- We are committed to continuously improve business processes and our performance in order to meet the expectations of our customers by providing reliable assistance 24 hours a day with definitive answers to the end user within 48 hours.
- Work to improve the health and safety of our staff.
- Involve all the suppliers in the implementation of the Quality policy disclosed through the website service www.sangiorgioappliances.it and through the request for adherence to our code of ethics, in order to make the key characteristics of our products clear and unambiguous;
- We develop business processes and train our staff in order to avoid deviations from requirements and emphasizing error prevention
- We want our staff and our suppliers to adopt as a standard of performance: "ACHIEVING AND SUSTAINING PERFECTION".

OBJECTIVES OF THE POLICY FOR QUALITY

As a direct consequence of the general principles set out in the IT WASH srl Policy, it has defined the following objectives:

- Mitigate the effects of covid-19 on company resources;
- Reduction of non-conformities;
- Reduction of non-quality costs;
- Maintain the current customer base;

STRUMENTS FOR THE IMPLEMENTATION OF POLITICAL QUALITY

In order to achieve the set objectives, IT WASH srl has drawn up a quality plan for the year 2022-23.

Quality Plan year 2022-23

During the current year, the quality, assisted by all company functions, aims to:

- Mitigate the effects of covid-19 on company resources;
- Reduction of non-conformities;
- Reduction of non-quality costs;
- Maintain the current customer base;

In particular, our attention will be placed on:

- Review of business processes to improve and streamline them.
- Strengthen the role of key account managers.
- Involve suppliers in the process.

Date 01/27/2022

The factory management