



QUALITY POLICY

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HDF s.r.l.

Sede Legale

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Amministrazione e Commerciale

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General principle

The Quality of the Products and Services provided by our Company is an essential element for maintaining the market and winning new customers.

Only the satisfied customer will give us confidence by choosing us again as a supplier.

Our task is to understand more and more the needs of our customers, transform them into requirements and satisfy them.

We must always bear in mind carrying out our work that we have at least three types of Clients:

- The Client companies that commission us the work
- The end Customers who uses our product
- Our colleagues who need our work to do theirs

Each Client must be understood and satisfied in his expectations on negotiated and controlled objectives and this can only be achieved with the full cooperation of all.

The ability to communicate, both internally and to external customers, is a fundamental element to understand everyone's needs.

People are crucial for the achievement of success and the image we give to our Clients. We all have to set up a team with defined responsibilities and tasks to achieve, common goals and to continuously improve the effectiveness of our Quality Management System.

Making Quality means behaving and working every day according to the responsibilities and rules set and therefore Quality is everyone's task, without exception.

Particular attention is paid to the current negative downturn of the market also in relation to unequal competition by certain antagonists.

To confidently trust on the future as a responsible and far-sighted company, HDF focuses on research, innovation and experience, highlighting the special features that has always characterised our Product and attention to Environment and Quality.

Targets

In order to implement this policy, the Management establishes objectives for the period that are communicated to those responsible for achieving them. These objectives are set, at least once a year, during the review of the Quality System by the Management.

Chiuro, lì 26/09/2019

the Management



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