



ONDA THERM SRL
Registered Office:
Via Verdi, 38/B
24060 TELGATE (BG) – ITALY
E-mail: info@ondathermsrl.com
www.ondathermsrl.com

Operating Office:
Via Monte Fenera, 11
13018 VALDUGGIA (VC) – ITALY
Tel. +39 0163.487731 – Fax +39 0163.487700
Tax Code, VAT number and registration with the
Register of Companies number 03839110164



QUALITY POLICY

Onda Therm Srl's policy is designed as a tool to achieve the corporate improvement process, whether aimed at satisfying customers or internal operators and suppliers, and has three main objectives:

1. always maintain a high level of satisfaction among stakeholders, in particular its customers;
2. facilitate participation and sharing among its people, particularly employees and collaborators;
3. make any assessment according to objective evidence and in compliance with the rules and regulations in use.

The Quality Policy originates as management's commitment to operate through the requirements specified in UNI EN ISO9001:2015 and applicable laws.

For **Onda Therm** obtaining certification according to UNI EN ISO 9001:2015 is a strategic competitiveness and qualification element in the market and evidence of the efforts made in the pursuit of continuous customer satisfaction.

The purpose and scope is as follows:

Design, production, sale of heating/cooling and geothermal manifolds.

In carrying out its business, **Onda Therm** has the task of ensuring:

- A corporate organisational model capable of ensuring consistently high and adequate skills to be applied in product design and delivery;
- Establish all interactions with its customers and partners with the intent to create value while identifying present and future needs for the company's success;

Onda Therm's Quality Management System is based on a business risk assessment approach that allows the company to identify factors that could generate deviations of processes from the ISO 9001:2015 standard and to implement preventive measures to minimise negative effects and take advantage of market opportunities by anticipating trends.

Based on the general principles outlined below, measurable objectives have been defined and are monitored during the Quality System Manager's and Management's annual reviews to continuously improve the effectiveness of the System.

GENERAL PRINCIPLES

1. Taking the utmost care in identifying and meeting the needs of its staff, especially employees and collaborators;
2. Continuously improve the quality of the company's management and the services offered with the consequent generation of positive results both in economic terms and also in terms of excellence and reputation externally, to the satisfaction of customers and partners;
3. Ensuring the availability of professional skills that are always appropriate to the needs of the stakeholders and, in any case, of the target market;
4. Comply with the Quality Management System requirements and ensure the continuous and effective implementation of the system;
5. Continuously review the Quality Policy to ensure that its people, in particular employees and collaborators, thoroughly understand its contents and are committed to implementing it.