

QUALITY POLICY

The Management of RCH Group Spa has set the following objectives:

- to aim for total customer satisfaction,
- to achieve a sustained increase in annual revenue and corporate profits,
- to prevent accidents at work,
- to use resources in a rational way and avoid waste.

The Management of RCH Group Spa undertakes to implement continuous improvement through:

- the control of business processes
- the managing of risks and opportunities
- the continuous growth of corporate staff
- compliance with industry regulations in those areas where it operates
- a careful system for monitoring the performance of Suppliers and of the Quality of supplies via continued sensitisation of Suppliers to the corporate Quality Policy pursued by RCH Group Spa
- particular attention to safety in the workplace
- particular attention to respecting the community and the environment.

All of this can be achieved as regards the design of automatic terminals and electronic devices, co-ordination and marketing activities.

This policy will be reviewed once a year on the occasion of the management review and will be implemented by:

- identifying the needs and expectations of customers and stakeholders
- aiming at a continuous improvement of product quality and of services provided
- observing the laws and regulations governing safety
- providing the staff and tools necessary for the maintenance of the quality management system
- ensuring continuous staff training
- refining and improving working relationships with Suppliers
- ensuring attention to preventive measures
- setting Quality objectives.

Every one of us in Rch Group Spa has the commitment, motivation and involvement to achieve and share these Quality objectives.

The Management

Date: 31/10/2017

RCH Group SpA

Via Cendon 39, · 31057 Silea (TV) · Tel. +39 0422 365.1 · fax +39 0422 365.290 · info@rch-group.com
Capitale Sociale € 1.200.000,00 i.v. · R.I./C.F./P.IVA 00193390267

