



Quality Policy

Our Vision

Italsteel have a vision to become the Supplier of Choice for all customers requiring Steel Fabrication and Erection.

Our Commitment

Italsteel recognises that the establishment and maintenance of a defined management system is critical to our success. As part of our management system we are committed to a Quality Policy that will satisfy our clients' expectations for product and service delivery, cost effectiveness, quality and excellence in all we do.

Our Objectives

In line with sound business practice, Italsteel will continuously identify, assess, manage and improve all elements of our activities that impact customer satisfaction by the following tasks:

- Establish and maintain an ISO 9001:2015 certified Quality Management System which establishes responsibilities, targets monitoring methods and the review of business performance to achieve the product quality,
- Respond to complaints in a timely manner, ensuring the resolution leads to continual improvements in products and/or services,
- Identify, report, investigate and resolve all non-conformances and take action to prevent recurrence,
- Ensure our key processes have been widely communicated,
- Develop and support a skilled workforce, who are engaged and empowered with a sense of ownership,
- Ensure that each process owner has documented the policies and procedures required to achieve the desired quality outcomes,
- Remain a trusted and respectful employer. An "Employer of Choice",
- Provide professional quality resources, educate and train our people to continually improve their skills, awareness and knowledge to foster core values in quality excellence and practices,
- Ensure regulatory compliance including ongoing review of statutory obligations, standards and codes of practice that apply to our business,
- Maintain and monitor a culture that supports these objectives.

Continuous Improvement

Italsteel constantly looks for initiatives to continuously improve our Quality and Operational Systems by monitoring, reviewing and updating our targets.

Policy Control and Review

Copies of this policy will be displayed in key locations all sites, will be communicated to employees and will be made available to interested parties.

Italsteel's management system will be audited, reviewed periodically and revised taking into consideration changes in equipment, services, legislation or company requirements.

Changes to this policy will be approved by the Director and communicated by the Quality Manager.



Fabio Gismondi
Director

Date: 4 / 11 / 2020

