

The Management of Flovex, aware that customer satisfaction is the essential condition for success, identifies as a strategic objective for the company the establishment and maintenance of a Quality Management System, for which it requires the maximum cooperation from everyone.

Through the adopted System, the Company guarantees that, from a business continuity perspective, it is able to:

- analyze the context, determine the needs and expectations of Customers and other interested parties, and evaluate risks and opportunities;
- provide products that meet Customer requirements and applicable mandatory requirements;
- establish and periodically review objectives that enable continuous improvement.

The Company Policy is aimed at consolidating its market position with regard to standard production and at strengthening its position in the market of medium/small-sized coded products. As part of a dynamic and constantly developing group, it also intends to explore new market segments, aware of the need to consistently differentiate from the competition and to continuously open up to potential customers in foreign markets.

Management is committed to meeting the requirements of UNI EN ISO 9001:2015 and to continuously improving the effectiveness of its Quality Management System, firmly convinced that it is necessary to keep improving both the product and service activities in order to ensure a future for the Company.

To this end, it will strive to:

- provide services in compliance with agreed commitments and applicable directives such as PED and ASME;
- significantly diversify its offering, covering the many needs of its Customers and the multiple mandatory regulations;
- improve the efficiency of company processes to achieve increasingly competitive products, both in terms of quality and cost;
- motivate all staff through accountability and involvement in pursuing improvement objectives.

Attention to Customers, to the health and safety of workers, and to respect for the Environment are of fundamental importance to Flovex.

Commitment is required from all employees, as responsibility for managing Quality, Environment, and Occupational Health and Safety concerns the entire organization, from Management down to each individual worker, each according to their role and competence. This also includes all those who operate on behalf of Flovex, visitors, or other collaborators accessing active sites, who are informed and made aware of the commitments undertaken by Flovex, also through this Policy distributed to them.

General Management

Flovex S.r.l.