

QUALITY POLICY

S.D.M. Measuring Instruments, in line with its business philosophy based on the ability to adapt to market needs, is committed to pursuing the requirements of UNI EN ISO 9001:2015 and UNI CEI EN ISO/IEC 17025:2018, to identify and meet the expected needs of its customers and relevant stakeholders, to achieve competitive advantages, to achieve and maintain performance and organizational technical capabilities.

Particular attention is paid to confidentiality of customer data and impartiality of measurement results.

All staff is committed, also through a formal commitment letter, to confidentiality and impartiality on test, calibration and periodic inspection results, and on any other information, which is acquired or generated during the performance of their duties.

The Quality Management System is also based on a risk-based thinking approach, that allows the organization to determine the factors that could lead to deviations in processes from the norms, and to put in place preventive controls to minimize the negative effects and make the most of the opportunities offered by the market.

This Quality Policy is therefore the result of the commitment of the Management, also through the work of all staff, in continuously improving in the following areas:

- Continuous satisfaction of the needs of its customers and stakeholders relevant to the Quality Management System
- Continuous satisfaction of technical service requirements Continuous improvement of the skills of its staff - Continuous improvement of its performance, optimizing internal processes.
- The development of new services, both inside and outside the scope of accreditation.

On the basis of the principles outlined above, objectives are set out, detailed in special documents, which are monitored at the annual reviews by the management, in order to improve the effectiveness of the Quality management system.

LABORATORIO METROLOGICO DI TARATURA – ACCREDITATO LAT N.142 UNI CEI EN ISO/IEC 17025:2018

The areas of interest to these objectives are:

- Responsiveness to customer needs
- Compliance with technical requirements
- Staff competence
- Continuous development, methodologies and equipment.

To achieve the objectives set by the management, S.D.M. Measuring Instruments puts its incessant commitment to provide adequate resources.

To ensure understanding and sharing, this document is disseminated to all levels of the organization through dedicated training.

The company's management

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