

Braviisol D.M. Quality Policy intends to :

- **become a national and international reference point in the production and sale of Aerial Platforms and Industrial Stock-Pickers**
- **research innovative products to ensure customers' satisfaction**
- **support customers with adequate after-sales assistance**
- **pursue profits to grant corporate research and development**
- **always focus on product lines with extensive scientific literature**
- **periodically carry out products' review to ascertain their suitability**
- **pursue continuous improvement and customer satisfaction**

The implementation of this Policy is understood, shared, implemented and supported by all the staff involved in the creation of a work system based on continuous improvement.

The Quality Policy in general expects to achieve and maintain of the compliance with the UNI EN ISO 9001: 2015 standard in order to obtain and consolidate a company quality level that meets the needs of all stakeholders.

This Policy is expressed through a service rendered with efficiency, effectiveness, appropriateness and cost-effectiveness. The tools put in place are mainly:

- definition of operating procedures and responsibilities in primary and support processes;
- continuous training of the whole staff;

The Quality Policy is formulated by the DIR and translated into measurable objectives; it is reviewed at least annually, during the Management Review, to verify its implementation and possibly to modify it in accordance with the data from Customer Satisfaction surveys and any new Laws / Regulations / Directives. The Quality Policy is communicated to all levels of the Organization by the DIR, transmitting it and / or posting it at its premises.

Objectives and Quality Planning

Quality objectives are established annually by management during the Management Review. The objectives are established taking into account:

1. the Quality Policy;
2. the available budget;
3. an estimate of the achievable improvements;
4. short-term development plans and production programs.

The development of quality objectives and the level of achievement are noted by the RSGQ on a specific chart.

Each goal is also planned. Planning involves defining:

- the manager
- the times
- the resources available.

