

System Policy Management Quality



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Message from the CEO

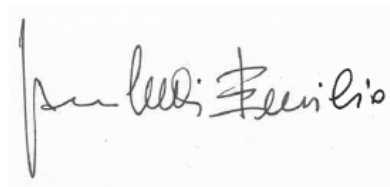
Message from the CEO

Thermo Engineering every day renews a promise to its customers, suppliers, investors, employees and the general public, this promise is to be a reliable company, in which each of these players can place their trust, Thermo Engineering has a strategic structure that it guides our behavior, and inspires and provides sustainable development direction.

This structure encompasses our purpose, business model and path to profitable growth.

The policy of the Quality Management System is a fundamental part of our strategy, and defines the company reference principles in order to guarantee a product and a service based on the maximum satisfaction of its customers, and of all interested parties.

I firmly believe that a well-defined and widespread Quality Management System policy is essential for the success of our company.

A handwritten signature in black ink, appearing to read "Emilio Vacchelli", is shown on a light background.

Vacchelli Emilio

Gennaio 2020

02

Attention focused on the customer and interested parties

Attention focused on the customer and interested parties

Thermo Engineering is committed to understanding customer needs and plans its activities to fully meet them.

In the same way it operates in compliance with the requests and requirements:

the reference market;

of the country in which it operates, complying with laws and regulations;
of all parties involved in their critical processes.

Thermo Engineering is able to quickly set up an integrated work team with the customer in order to analyze the context, identify needs, plan and implement the identified actions.

These are always solutions built ad hoc, tailor made, aimed at solving clear business needs.

03

Process approach

Process approach

Thermo Engineering identifies the various activities of the organization as processes to be planned, monitored and constantly improved and activates the resources for their implementation in the best possible way.

Thermo Engineering manages its processes to be unique:

the objectives to be pursued and the expected results;
the related responsibilities and the resources used.

04

Leadership

Leadership

Thermo Engineering assumes responsibility for the effectiveness of its QMS, making all the necessary resources available and making sure that the planned objectives are compatible with the context and the strategic guidelines of the Organization.

Thermo Engineering communicates the importance of the QMS and actively involves all interested parties, coordinating and supporting them.

05

Risk and opportunity assessment

Risk and opportunity assessment

Thermo Engineering plans its processes with a risk-based thinking (RBT) approach in order to implement the most suitable actions for:
assess and deal with the risks associated with the processes;
exploit and reinforce the opportunities identified.

Thermo Engineering promotes at all levels an adequate sense of proactivity in the management of the Organisation's risks.

06

Involvement of staff and stakeholders

Involvement of staff and stakeholders

Thermo Engineering is aware that the involvement of staff and all interested parties, combined with the active participation of all collaborators, are a primary strategic element.

Thermo Engineering promotes the development of internal professional skills and the careful selection of external collaborations in order to equip itself with competent and motivated human resources.

07

Improvement

Improvement

Thermo Engineering has a permanent goal to improve the performance of its QMS.

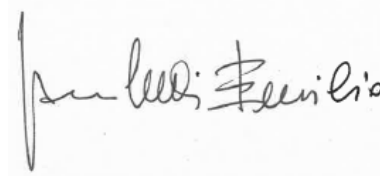
The preliminary assessment of the risks and opportunities connected to business processes, the internal and external verification activities and the management review are the tools that the organization uses to constantly improve.

The tool chosen for the Organization's persecution of its Policy is a Quality Management System compliant with the UNI EN ISO 9001 ed. 2015.

APPROVAL OF THE RSGQ: Fiengo Luigi
of 22 January 2020



MANAGEMENT APPROVAL: Vacchelli Emilio
of 22 January 2020



Signed and exhibited on January 23, 2020

Revision 00 - 22 January 2020
