



# QUALITY MANUAL

## QUALITY POLICY

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The General Manager has defined a Quality Policy suitable for the organization's purposes and so he has decided that Siri Elettronica's mission is to realize customers' expectations and requirements assuring:

- a uniform quality distribution service of products supplied by original brand manufacturers;
- creation of long-lasting relationships with suppliers, to guarantee reliable commercial relationships;
- supplies with the required or agreed lead times;
- protection of human resources' skills and experience, through stable relationships.
- continuity of business activity with no interruption of the service offered to customers despite of the difficulties due to coronavirus pandemic, through a careful management of all resources (human ones above all).

The fundamental values are:

- attention to people, their health and safety, the environment, the community;
- development of personal and professional skills;

To achieve its quality policy, Siri Elettronica S.p.A. puts the Quality System Management, described in this Quality Manual, into practice.

The Quality Management System is compliant to UNI EN ISO 9001:2015, it is used to plan, do and support by documentary evidence the processes and the activities that are important for Quality.

The General Manager has the job to assure the fulfillment of the Quality Management System requirements and the improvement of its effectiveness.

Considering the context analysis, he identifies needs and expectations of customers and stakeholders; he defines and checks the operative processes that can realize them. He identifies and checks the risk factors that could make processes divert from the quality goals and he implements the appropriate actions to minimize the negative effects and maximize the positive ones.

The performances parameters to check these processes are identified through the processes measure.

The General Manager plans and checks the quality goals on the bases of the processes control parameters and of specific improvement projects. He makes available the necessary material and human resources to achieve the quality goals. As he considers essential the staff roll at every level, he pursues the total involvement of the staff members making available the informative and formative tools essential to know and obtain the quality policy goals.

The verification of customers satisfaction level regularly done, allows to check the quality policy suitability, to retest general and specific quality goals and to update them after external normative and technological changes and internal strategic and organizational ones.

Every manager has the direct responsibility of the fulfillment of the quality provisions in his area or service.

Padova, 18/02/2021

Siri Elettronica Spa General Manager  
Giorgio Di Fede