



PDQ

Quality policy

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Sector of activity: Metalworking: production of radioelectric and precision equipment

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1 Introduction

Company management believes customer satisfaction and the continuous improvement of the effectiveness of the quality management system are fundamental. Our commitment to these objectives is documented in this QUALITY POLICY.

2 Target

The company policy pursued over time is based on the following aspects: economic turnover indicators, project opening and closing indicators, customer satisfaction indicators, a customer-oriented sales approach to strengthen existing loyalty and increase the possibility of acquiring new customers, indicators of staff professional growth through training and collaboration with schools for the "school-work" alternation project (see document "ASL_1_Alternanza scuola lavoro_2015", found in records in the "Activities and Relations with Schools" folder, 2015), and risk/opportunity analysis.

In order to pursue the above-mentioned macro-objectives, Management uses the following strategies:

- **Customer Focus:** Customer satisfaction is our priority. Actively listening to their needs, responding promptly, and consistently focusing on service quality are at the heart of our operations.
- **Continuous Improvement:** We are constantly committed to improving our processes, skills, and technologies. Each team member is responsible for contributing to continuous improvement, ensuring that every product and service we offer meets the highest standards.
- **Staff Training and Development:** Quality is the result of the commitment and professionalism of each individual employee. For this reason, we invest in the ongoing training of our staff, fostering the development of skills that support our mission of excellence.
- **Efficient Resource Management:** We use resources responsibly and efficiently, optimizing processes and minimizing waste, to ensure economic sustainability and the highest quality of the final product.
- **Environmental Risk Management:** The company has adopted a Business Continuity Plan.
- **Control and Monitoring:** We adopt a rigorous control system to monitor quality at all stages of production, from design to delivery, to ensure that our products and services meet customer requirements and current regulations.
- **Innovation and Adaptability:** We recognize that the market environment is constantly evolving, and we are committed to being flexible, adaptable, and innovating to meet new challenges and emerging opportunities.

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The quality policy is communicated to internal staff through informal meetings and written communications via email.

Site and place: Faenza, 4/9/2025

CEO:

Signature _____

Daniele Banfi