

STAKEHOLDERS TO WHOM: Customers, Employees, Suppliers, Inspection and Control Bodies.

The fundamental mission of INEXPORT L. is to produce the commissioned products/services in compliance with the technical and contractual requirements agreed with the Customer while maintaining the competitiveness of their prices with respect to the market through a planned control of the production and economic and financial management processes of the company with a view to business continuity.

To ensure this, INEXPORT L. has designed and implemented its own Quality Management System, applicable to all products/services produced, with the following scope:

Design and manufacture of Recessed lighting fixtures and Explosion-proof lighting fixtures

Quality Policy is the cornerstone of our Quality Management System based on sectoral and measurable objectives established by Management. The fundamental objectives, constantly monitored over time, are:

- obtain products/services that comply with technical and legislative regulatory requirements;
- plan and improve management, core and support processes over time by controlling all internal and external factors as well as relevant risk elements;
- meet the expectations of the Customer and all other interested parties (Employees, Suppliers, Members, Certification Body);
- monitor management control elements over time to ensure economic and financial balance for all stakeholders and, consequently, market permanence;
- improve the product provided by choosing advanced technical design and development solutions;
- achieve flexibility in product/service implementation by planning and scheduling work and human and infrastructure resources in order to facilitate process management;
- ensure compliance with the delivery times contractually established with the Customer;
- ensure that the production or service delivery process takes place from a techno-economic perspective under controlled conditions and in accordance with the requirements established with the Customer and preventing Non-Compliance through appropriate control actions and, if necessary, planning Corrective Actions as part of continuous process improvement;
- ensure adequate storage, storage, handling and transport services for the product/sw to maintain compliance requirements until delivery.

These fundamental objectives can be achieved:

- establishing fruitful collaborative relationships with the Customer, continuous technical assistance in favor of the Customer and the ability to respond to any possible needs;
- by formulating technical-economic offers that are in line with the Customer's needs and that reflect the company's technical-organizational and economic-financial capabilities;
- seeking the full involvement of all staff in initiatives for empowerment, skill enhancement, incentive and awareness.
- correctly and profitably managing relationships with suppliers of equipment and services;
- using suitable equipment to ensure product compliance subjected to periodic scheduled or extraordinary maintenance;
- using measuring and control instruments of adequate precision class in order to ensure the product quality standards required by the Customer.

To ensure our business is developed in a controlled, efficient, and cost-effective manner, a Quality Management System has been created based on the planning of decision-making, management, implementation, and support processes. The Quality System is divided into process planning documents; these documents, set up according to the requirements contained in the international standard UNI EN ISO 9001: 2015 (with the derogations and/or additions of requirements due to the adoption of the EN ISO/IEC 8007934 Standard), define the ways in which every aspect of the work must be carried out, while clarifying what are the interconnections between processes for the company to be able to provide products/services that comply with contractual and legislative specifications.

The Management disseminates this document to all stakeholders and promotes all actions necessary for lasting success through the continued implementation of the Quality Management System and the improvement of products and processes.