

Idroricerche S.r.l. has adopted a Quality Management System based on the ISO 9001:2015 standard.

This system applies to all corporate processes and, in particular, to the planning, construction, and maintenance of water capture systems and technical water, air, and gas distribution systems.

Quality Policies

To create an organisation capable of producing excellence united with continuous customer service improvement, since only businesses that pursue excellence can develop and be successful over time.

For the implementation and continuous improvement of a Quality Management System that complies with the ISO 9001 standards, all Idroricerche S.r.l. staff and the external parties concerned undertake to comply with the following directives:

- to adopt and maintain an effective Quality Management System in the processes, products, and services of the context in which we operate, in compliance with the legal requirements of the applicable regulations and in compliance with other prescriptions that the Company decides to voluntarily sign up to;
- to define the responsibilities assigned to all corporate departments, verifying that they are understood and applied;
- to ensure the availability of the resources, information, and knowledge necessary for the operation and control of processes, through periodic training activities aimed at informing employees of the relevance and importance of their activities and of the way in which these contribute to attaining defined goals;
- to motivate and involve all staff so that they acquire greater awareness of the importance of their role, to promote shared values and correct models of behaviour designed to reduce risks correlated to the activities carried out;
- to define and disseminate clear, documented information designed to ensure the effective and efficient operation of processes and control of products, including in terms of occupational health and safety and with regard to the environment;
- to understand and strengthen the relationship with customers and other concerned parties, improving their satisfaction with products and performance in line with expectations;
- to define improvement goals and periodically monitor the results obtained, sharing them with interested parties;
- to identify the causes of non-compliance and to ensure fast and effective responses;
- to perform inspection checks to measure the implementation and efficacy of the Quality Management System and its compliance with these policies, ensuring the adoption of suitable corrective actions so as to remove any potential causes for inadequacy in the Management System;
- to select and qualify the suppliers of products and services that have an impact on the final quality of processes and products, involving them, as far as regards their expertise, in achieving corporate goals;
- to identify the needs for technological innovation to develop new products and processes according to market expectations.

Management Representative

Employer