MORIS Italia S.r.l. - via per Cadrezzate 21/C
21020 Brebbia VA - Telefono +39 0332 984211
FAX +39 0332 984280 - www.moris.it - moris@moris.it
posta certificata PEC: moris-italia-srl@certimprese.it
Codice Fiscale 06153310153 - P. IVA IT01622850129
Registro Imprese Varese N.14562 - R.E.A. N.169024
Capitale Sociale € 624.000 i.v. - N. Mecc. VA 015670

Quality Policy of Moris Italia s.r.l.

MORIS ITALIA srl, established in 1981, it produces hydraulic power units and pistons for lift and home lift. The current range of products allows Moris customers to install hydraulic lifts from a minimum of two people to goods lifts.

Moris Italia Srl has voluntarily promoted the "quality project" to obtain and maintain certification over time in accordance with UNI EN ISO 9001 to guarantee and increase the satisfaction of its customers and the respect that the company already enjoys in the market of the sector, both as regards its own products / services, and regarding the professionalism of company personnel.

The General Management of Moris Italia S.r.l. has based the general requirements of its own Quality Policy on the basis of which it must:

- be appropriate to the purposes and context of the organization.
- be able to promote the continuous improvement of the effectiveness of the quality management system;
- understand the commitment to meet the applicable requirements (regulatory, customer, etc.);
- be communicated, understood and applied within the organization;
- be examined to confirm continued suitability, in the context of the management review.

The satisfaction of our customers and all other parts is an indispensable condition for the good performance of our company. The political guidelines for interested parties are set out below.

The costumer and final users

The fundamental objective to achieve customer satisfaction is pursued through the following lines of action:

- the effective management of a Quality System aimed at ensuring the continuous improvement of company performance;
- the insurance to supply products that comply with all the agreed and in compliance with the laws and regulations in force;
- compliance with the agreed delivery times also through continuous innovation of the means of production in order to reach production capacities;
- the prevention of non-conformities and the analysis of any non-conformities detected;
- prompt and effective management of any complaints;
- monitoring of customer satisfaction and attention to weak points that may have emerged;
- adequate and efficient technical assistance both during the purchase and after-sales phase;
- the supply of a reliable product with the required comfort

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Staff

The management is aware of the importance of being able to constantly ensure an adequate involvement of the personnel's skills at all levels. It therefore favors:

- the creation of an entrepreneurial climate that promotes the commitment of all employees, in pursuing the quality of work performance;
- attention to professional growth through effective training activities;
- monitoring of staff satisfaction with respect to the role held;
- adequate transparency and communication of company directives and the possibility of having a direct communication line with the management
- Support to other relevant management roles to demonstrate their leadership in relation to their areas of responsibility;
- Increased awareness of the workforce under their control.

Providers

Management recognizes the importance of using reliable and qualified suppliers. It therefore favors:

- a careful initial choice of suppliers of products and services;
- achieving a high level of collaboration with suppliers, as a means of ensuring constant quality, regardless of the type of product or service ordered;
- a careful periodic evaluation of the suppliers in order to monitor their ability to constantly meet business needs over time the company time.

Citizens, community and association of the territory

The Management is aware of the public context in which it operates and is therefore committed to:

- support the community and local initiatives
- favor the recruitment of local workforce
- reduce environmental impacts on the territory

Legislative, certification and standardization bodies

The Management is attentive to compliance with all mandatory regulatory obligations and therefore:

- fulfills all legal requirements
- is committed to monitoring the creation of products that comply with sector regulations
- promotes the implementation and supervision of business management systems in terms of quality, environment and safety.

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The Management is consequently committed to:

- invest all the time and money necessary to best structure oneself and to acquire the necessary human and technical resources, maintaining the company's know-how at a level of excellence;
- continuously improve the effectiveness of the quality management system, ensuring at least an annual review and carrying out internal audits able to highlight areas of possible improvement;
- effectively manage the corrective actions that may arise from Internal Audit, Non-Compliance or complaints;
- promote the use of the process-based approach and risk-based thinking;
- to elaborate, as part of the review and with the help of collaborators, an annual improvement plan with explicit objectives and goals (possibly measurable) consistent with the general objectives set out above;
- verify the implementation of the aforementioned improvement plan and the effectiveness of the corrective actions undertaken;
- to ensure that the improvement processes are the result of the widest possible involvement of internal and external resources.

BREBBIA, JUNE 2021

General Director

(Dottor Savino Tondo)