

Quality and Environment Policy

For over 40 years, DELLAS S.p.A. has been Italy's leading manufacturer of diamond tools.

Over the years, the principle of continuous product and process improvement has been the lever of the company's success.

Improvement came through the adoption of quality management principles in dealing with customer requirements, obligations and constraints and the needs of human and technological resources.

The adoption of a Quality and Environmental Management System is a strategic choice determined by the following factors:

- the need to give the organisation control over its processes in order to allow its continuous development
- an analysis of the Company Context and the needs and expectations of the Interested Parties
- a correct analysis of business risks and opportunities
- ensuring compliance with the Customer's requirements and its general satisfaction
- · ensuring the application of the principles of Environmental Sustainability and Respect for the Environment in which the Company operates

The customer is at the centre of our attention, so every activity must be aimed at satisfying his demands.

The general objectives that the Directorate intends to pursue and on which to involve staff in the performance of activities are:

- ◆ Customer attention and Customer satisfaction
- ◆ Internal staff satisfaction
- ◆ Streamlining of core and support processes
- ◆ Continuous staff training
- ◆ Improvement of internal flows and relationships
- Quality of customer services
- ◆ Compliance with applicable laws and regulations
- Respect for the Environment in both products and production processes
- Reduction of waste and efficient consumption of energy and raw materials
- Constant attention to the product life cycle and its environmental aspects

WE ADOPT

led bulbs to decrease climate impact and create a sustainable sustainable environment for people who work here.



WE EXPLOIT the heat produced by

the heat produced by company heating machines.



WE WORK

in terms of sustainability in waste management.



