



F.T.M. Srl FABBRICA TRASFORMATORI DI MISURA a Socio Unico
Capitale Sociale € 100.000,00 i.v.
Sede: Via Po, 3 - 20073 Opera (MI) - Italia
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QUALITY POLICY

TARGETED PARTIES: Customers, Partners, Employees F.T.M. S.r.l., Suppliers, Inspection, Control and Certification Bodies.

The fundamental mission of our company is to manufacture conventional and ATEX / IECEx certified measurement transformers commissioned in compliance with the technical, regulatory and contractual requirements agreed with the Customer while maintaining the competitiveness of its prices with respect to the market through a planned control of production processes and economic and financial management of the company with a view to business continuity.

To ensure this, we have designed and implemented our own Quality Management System, applicable without exclusions to all manufactured products, with the following scope:

DESIGN AND MANUFACTURE OF MEDIUM AND LOW VOLTAGE MEASUREMENT TRANSFORMERS.

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

- obtain products that comply with technical and legislative regulatory requirements.
- to plan and improve management, main 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 stakeholders (Employees, Suppliers, Shareholders, Certification Body); monitor management control elements over time to ensure economic and financial balance for all stakeholders and, consequently, permanence in the market.
- improve the supplied product by choosing advanced technical design and production solutions.
- achieve production flexibility by planning and scheduling work and human and infrastructure resources to facilitate process management.
- ensure adherence to delivery times contractually agreed with the Customer.
- ensuring that the production process is carried out from a technical-economic point of view under controlled conditions and in accordance with the requirements established with the Customer and preventing Nonconformities through appropriate control actions and, if necessary, planning Corrective Actions as part of continuous process improvement.
- ensuring adequate storage, preservation, packaging, handling, and transportation services so that the product maintains conformity requirements until delivery.

These basic goals can be achieved:

- by establishing profitable working relationships with the Client, continuous technical assistance in favor of the Client and the ability to respond to any possible requirements.
- by formulating technical-economic offers that are in line with the Client's needs and reflect the technical-organizational and economic-financial capabilities of the company.



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- seeking the full involvement of all personnel in training, empowerment, skill-building, incentive, and awareness initiatives.
- properly and profitably managing relationships with Suppliers of raw materials, equipment and services.
- using suitable instrumentation to ensure product compliance subject to periodic scheduled or extraordinary maintenance.
- using measuring and control instruments of appropriate accuracy class to ensure the product quality standards required by the Customer.
- timely legislative and technical-regulatory updates

For our business to be developed in a controlled, efficient, and economical manner, a Quality Management System has been created that is marked by the planning of decision-making, management, production, and support processes. The Quality System is articulated in process planning documents; these documents, set up according to the requirements contained in the international standard ISO 9001:2015 (without, however, indicating limitations in the application of the Standard), define how each aspect of the work is to be carried out, while clarifying what the interconnections between processes are so that the company is able to provide products that conform to contractual and legislative specifications.

Management disseminates this document to all interested parties and promotes all actions necessary for sustained success through continuous implementation of the Quality Management System and improvement of products and processes.