



Quality Policy

M 0.6 Rev. 0
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This document defines the Policy of O.R.A.T. srl for Inspection Activities relating to Industrial Processes (also based on customer specifications): Non-destructive tests.

Accredited Inspection Body according to UNI EN ISO IEC 17020: 2012 dated 7.07.2016 n ° 130E

Commitments:

The Company Management takes the utmost care in preventing any non-compliance, optimizing the management of the processes in terms of efficiency and effectiveness and ensuring a constant monitoring of the activities in any way connected with the quality of the service offered. The Company Management considers as a priority, above all other elements, the pursuit of the quality of the service provided and customer satisfaction, towards which continuous and constant attention is paid with the aim of ensuring the identification and compliance with the requirements and to satisfy the requirements applicable laws and regulations. In harmony with this objective, the Management intends to bring the company to a constant organizational and methodological growth. To this end it plans and implements the continuous activity of involvement, training and updating of personnel at all levels and in particular of those engaged in audit activities. Personnel are therefore required to respect, for the activities of their competence, what is prescribed by the documentation connected to it (procedures, instructions and regulations) and to carry out the scheduled registrations. The Company Management considers the continuous improvement of its processes a priority. The Management also devotes the maximum effort to guarantee the quality of the service provided for the purposes of the activities under Accreditation.

Orat is a Type C Organism, but it is formally committed to guaranteeing independence and impartiality.

Target:

The Company Policy commitments are translated annually into a plan of limited and measurable objectives, for the achievement of which it guarantees to provide all the necessary resources and support. The plan of objectives is approved by the Company Management and brought to the knowledge of the personnel by posting in a place accessible to all or through periodic meetings according to the following macro-objectives:

- ⇒ Customer satisfaction improvement;
- ⇒ Improvement of the Management System;
- ⇒ Professional growth by all staff through constant information and training courses;
- ⇒ Increased market shares;
- ⇒ Maintenance of accreditation according to UNI EN ISO / IEC 17020/2012;

To this end, the Company Management has appointed the Quality Manager, through written proxy, as the sole person responsible for the maintenance and improvement of the Management System linked to the Accreditation according to the set objectives, he can avail himself of the collaboration of appropriately trained assistants. Regular audits are carried out on the Quality System in order to verify the regular operation and identify any need for adaptation.

The Management ensures:

- ⇒ the monitoring and verification of the policy objectives of O.R.A.T. Ltd.
- ⇒ the review of the Policy (at least once a year);
- ⇒ verification of the adequacy of the Management System and indications on any corrections and / or improvements to be made to the structure of the Quality System (at least once a year);
- ⇒ verification of customer requirements (through questionnaires / interviews to verify customer satisfaction, self-assessment based on defined parameters);
- ⇒ the commitment regarding the impartiality of the organism also through an accurate and continuous identification of risks.

08.09.2021

President _____