

Quality, competence and service are the main instruments to compete on the market, and they are the key elements of the business strategy of ROCHEM TECHNICAL SERVICES ITALY SRL that, towards the Client, it pursues a politics whose objective it is the maximum satisfaction in the respect of the expectations and explicit and implicit demands, gotten thanks to the elevated quality of the products and the offered services.

The basic principle on which it leans this politics is that to assure the complete satisfaction of the Client through the systematic realization of a System Quality conforming to the requisite of the norm UNI EN ISO 9001, with a view to pursuing the continuous improvement.

THIS MEANS THAT:

1. We must continually improve, by providing quality services that are compatible with the existing technological level and in compliance with the applicable within the constraints. The ability to continually improve will be measured both by verifying the goals set of the in the policies of the processes and by evaluating those that the market perceives as weaknesses and strengths of the Company.
2. The Customer be very much taken into account and we must all work focusing our attention on satisfying his requests and interpreting his needs so that they can be translated into products and services that are more and more responsive to his expectations.
3. Quality is a responsibility and a personal commitment of everyone and therefore the Management undertakes to create the most suitable conditions so that each employee can carry out his activity to contributes to achieving the goals set out.

To such end the Management formally assumes the commitment to conduct a systematic and documented review to assure the continuous adequacy and effectiveness of the system quality to meet the requirements of the reference standard and the defined business objectives.

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ROCHEM TECHNICAL SERVICES ITALY SRL
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