

Declaration of Quality Policy

Management of Enerlux Power Srl, plans to make a company based on the principles of the quality, of the attention to the customers, of the satisfaction related to product and service requirements.

General directions from which we take inspiration are:

1. Central position of the customer

Our attention to the customer appears through the real consideration of his exigences and expectations and constant engagement to have his satisfaction.

With this aim we consider as strictly needed, knowing and monitoring the level of the customer satisfaction making an evaluation of direct or not direct information coming from the customer.

2. Engagement to respect product and mandatory requirements and improvement of Quality Management System

Enerlux Power Srl engages to grant constantly compliance to the specifications of the product and to the plants, respecting law prescriptions and the other standard and regulation requirements connected to the realization of its own products and the services offered to customers.

The company additionally engages to evaluate the risks and opportunities finalized to promote the effective achievement of the targets, operation of process and general efficiency of all the activities belonging to the company.

3. Quality of the product and of the service

We think the main success factor belonging to our company is the quality of the products and the quality of the installations.

Completing such aim we could include supplied technical documentation both during offer stage and at supply stage.

Indication of such peculiarities can be seen from the N° of Not Complying Supplies, analyze of claims and sent back items.

4. Selection of Suppliers

Success of our activity starts from an accurate selection of suppliers with which we have a trusting relation based on the clear definition of the requirements and continuity of their services.

5. Valorization of the personnel

The aim of a company culture based on the importance of the people and promotion of their professional growth.



14th February 2022

We think that to reach such targets, the continuous improvement of the quality management system and holding the certification to the Standard UNI EN ISO 9001 are strictly needed.

Due to this we wish the involvement of all the people working for Enerlux Power Srl, asking their contribution with suggestion to reach the full application of the targets, being conscious that improvement of the quality and of the customer satisfaction could give benefits to all.

Viadana
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Signed by the Management


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