

Quality Policy

With the ultimate goal of total customer satisfaction, Micronorma has adopted the following Quality Policy:

- Satisfying customer expectations by always supplying products that meet customer requirements and product-related statutory and regulatory requirements. To provide quality services, ensuring follow-up with the customer after the sale;
- To keep the company certified by following the evolution of the reference standard - NP EN ISO 9001;
- Involve all employees in the objectives of top management through constant and clear information;
- To be a company "open" to the outside world, with a view to the circulation and transformation of knowledge;
- Encourage the motivation, creativity and qualification of employees in order to continuously promote a culture of rigor and an environment that generates scientific and technological knowledge;
- To instill in all employees a spirit of innovation and continuous quality improvement with a view to improving the Quality Management System and processes;
- To maintain a company culture where the concepts of quality, rigor and performance are evident in all our employees and reflected in our external image;
- Providing the right resources so that everyone can carry out their work flawlessly, in accordance with our performance standards;
- Maintaining a relationship of partnership and cooperation with our suppliers for mutual growth;

We assess the Quality of what we do in a simple and systematic way, today better than yesterday, but still not as good as tomorrow.

Aware of the challenges that await it, directly arising from the assumptions of its Quality Policy, Top Management is committed to complying and ensuring that they are complied with.

September 15th, 2023,
Administration

