Management Commitment to Quality

HYDRONIT S.r.l. adopts the requirements of the Quality Management System in accordance with ISO 9001:2015 as a fundamental reference for defining objectives and key performance indicators (KPIs) for every business process.

The Quality Policy is based on **Risk-Based Thinking**, applied also to outsourced processes, with the aim of identifying, assessing, and mitigating strategic risks that may influence company performance.

HYDRONIT S.r.l.'s current and potential customers are constantly monitored in terms of expectations and needs, in order to prevent dissatisfaction risks that could result in economic losses or the loss of the customer.

Management ensures the availability of the resources necessary for the proper functioning of the Quality Management System, for which it assumes full responsibility in terms of effectiveness. It also promotes continuous improvement by encouraging the active participation of all personnel in achieving the communicated objectives.

Quality Orientation

Quality objectives are periodically redefined following the QMS review. Their definition is supported by:

- The results of risk assessments of business processes
- Market trends
- Direct and indirect expectations of the customer base
- Supplier performance

Fundamental Principles:

- Risk-Based Thinking: prevention through risk analysis to define new objectives, improvement actions, and corrective measures for significant risks
- Process management according to the Plan–Do–Check–Act methodology
- Fully digitalized QMS
- Maximum involvement of process owners in achieving quality objectives
- Prompt responses to customers (orders, complaints, returns, product development)
- Constant attention to legislative updates impacting the product (design, manufacturing, market placement)
- Availability and effective use of information and data analysis

Varedo	**CEO**
17/01/2026	Andrea Gambusera