

QUALITY POLICY

RAEL's main goal is to be recognized as an excellent and reliable supplier of electric motors due to maximum global satisfaction and lasting customer satisfaction, both in terms of characteristics and performance of the purchased products and in terms of received service.

The main objective is translated into the annual definition of measurable quality targets related to:

- ✓ product quality;
- ✓ system quality;
- ✓ customer service quality.

At the same time, RAEL intends to consolidate and improve its market position and to be constantly profitable in order to ensure stable economic soundness. The pursuit of these objectives can only happen in a context of Absolute Quality: the company constantly implements a set of procedures designed to direct the entire company to obtain a complete satisfaction of all customer needs at the lowest possible price. The main element of customer satisfaction is the conformity and correspondence of the product to its needs and applicable regulations. Furthermore, the satisfaction must be long-lasting and therefore the product must be reliable over time.

For these reasons, the products manufactured by RAEL comply with the applicable regulations and in particular with the ATEX Directive 2014/34 / EU - and are constantly evolving, keeping pace with the evolution of technologies in order to satisfy as much as possible customer needs. With this in mind, the General Management has introduced into the company a Quality System complying with the UNI EN ISO 9000 series standards and is committed to providing all the necessary means for its implementation and constant updating. The General Management has given the Quality Assurance the responsibility and the full authority necessary to supervise the implementation of the Quality System and to verify that what is indicated in this manual complies with the UNI EN ISO 9001 series standards and is correctly applied in the company.

Quality Assurance verifies that the quality improvement goals set by the General Management are understood and supported on all company levels. A high quality standard is achieved only when all the components of the company, therefore each sector and all the employees and collaborators, collaborate with the maximum responsibility and involvement. The General Management encourages and recognizes the contribution of each employee in overall quality of the products. The General Management of RAEL are directly involved in the continuous improvement of the product quality because they are aware that the costs of non-quality is an important loss factor of turnover and corporate image. Every effort aimed at improving quality is a fully shared commitment and approved by the General Management.

General Management



Firma Dell'amministratore
Pavel Jirg.