

ODE Quality Policy

The *mission* of ODE s.r.l. is to become the main partner of customers for the market of machine and plant manufacturers by offering customized solutions designed according to the principles of high quality, adaptability, product reliability and an excellent after-sales service.

In 2021 ODE s.r.l. joins the CEME group for which compliance with quality standards is of primary importance by investing in innovation and pursuing respect for the environment and the protection of the health and safety of all workers in all its activities.

The commitment of ODE S.r.l. translates into developing and implementing a Quality Management System according to the requirements of the UNI EN ISO 9001: 2015 standard through the active involvement of the entire company structure so that it participates, according to its tasks, in achieving the objectives identified and promoting the diffusion of a real culture of quality and continuous improvement.

Top Management declares the commitment of ODE S.r.l. in:

- pursuing the objectives of customer satisfaction ensuring a constant quality of its products and services;
- determining the risks within their own context and seize opportunities aimed at continuous improvement;
- educating, informing and training its people in order to manage and maintain a high quality standard of products and company processes.


ODE S.r.l. pursuing continuous improvement, intends to achieve the goals indicated above through the following principles:

- **High Quality:** apply the requirements of the UNI EN ISO 9001: 2015 Standard and ensure the creation of products with the best quality and performance standards, promoting attention to details in all process phases.
- **External and Internal Satisfaction:** manage and continuously monitor the satisfaction of customers and the parts that belong the Organization;
- **Technological Innovation:** research for new technological solutions and new products to ensure the positioning of ODE as a technological market leader;
- **Governance:** comply with the applicable legal requirements and regulations and act responsibly, in compliance with them;
- **Made in Italy:** believe in the ability of "Made in Italy", using local resources, skills and competences, in order to develop world markets as a natural channel for growth and expansion of ODE.
- **Human resources:** promoting awareness and leadership of personnel, as a primary strategic element, increasing professionalism and internal skills, favoring motivated and proactive participation.

This Policy constitutes a constant reference framework for establishing and reviewing the objectives and related goals, appropriately documented within the quality management system adopted.

This Policy must be available to all interested parties and kept updated through an annual review. It is the responsibility of each person who works within ODE s.r.l. to respect and apply it.

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