

VAPOR EUROPE S.R.L. MANAGEMENT AIMS TO ACHIEVE AND MAINTAIN THE HIGHEST REPUTATION FOR QUALITY, RELIABILITY AND READINESS IN THE RESPONSE IN ORDER TO MEET CUSTOMER EXPECTATIONS FOR EACH SUPPLY, MAINTAINING PROFIT TARGETS SET BY **WABTEC GROUP**.

TO CONSOLIDATE THE PERSPECTIVE OF CONTINUOUS IMPROVEMENTS AND MEET THE DEMANDS OF THE MOST IMPORTANT RAILWAY BUILDERS, **VAPOR EUROPE S.R.L.** AIMS TO INCREASE THE KAIZEN ACTIVITIES BY INTRODUCING NEW TOOLS TO IMPROVE THE QUALITY, SAFETY AND PERFORMANCE OF THE COMPANY.

TO ACHIEVE THESE OBJECTIVES **VAPOR EUROPE S.R.L.** ESTABLISHES AND MAINTAINS A QUALITY MANAGEMENT SYSTEM COMPLIANT WITH THE REQUIREMENTS OF STANDARDS UNI EN ISO 9001: 2008 AND IRIS REV.2, BASED ON THE FOLLOWING GENERAL PRINCIPLES:

- ⊕ COMPLIANCE WITH APPLICABLE LAWS AND CONTRACTUAL RULES;
- ⊕ CUSTOMER FOCUS AND SATISFACTION OF ITS DEMANDS;
- ⊕ PLANNING OF FORMATION AND TRAINING OF ALL THE FUNCTIONS OR UNITS AT ALL LEVELS;
- ⊕ CONTINUOUS IMPROVEMENT OF THE QUALITY MANAGEMENT SYSTEM THROUGH AN ACTIVE ROLE IN THE PROMOTION AND GUIDANCE OF THE EXECUTIVE BOARD;
- ⊕ RESPONSIBILITY ASSIGNMENT TO PERSONNEL IN ORDER TO OPERATE WITHIN THE LOGIC OF INTERNAL CUSTOMERS AND SUPPLIERS;
- ⊕ DETECTION AND MANAGEMENT OF COSTS OF POOR QUALITY.

VAPOR EUROPE S.R.L. IMPLEMENTS ITS QUALITY MANAGEMENT SYSTEM THROUGH:

- ⊕ EXPRESSION OF MEASURABLE AND SHARED ANNUAL TARGETS FOR EACH BUSINESS PROCESS;
- ⊕ MEASUREMENT AND ANALYSIS OF THESE OBJECTIVES;
- ⊕ FORMAL PLANNING OF ALL ACTIVITIES PERFORMED BY ALL DEPARTMENTS OR UNITS AT VARIOUS STAGES OF THE BUSINESS;
- ⊕ PERIODICAL ASSESSMENT OF APPROPRIATENESS AND CORRECT APPLICATION OF THE QUALITY MANAGEMENT SYSTEM;
- ⊕ AVAILABILITY OF EVIDENCES OF COMPLIANCE WITH THE QUALITY MANAGEMENT SYSTEM AND THE CONFORMITY OF THE PRODUCT OR SERVICE WITH THE CONTRACT REQUIREMENTS.

THE MANAGEMENT WILL ENSURE THAT THE QUALITY POLICY IS MADE KNOWN BOTH INSIDE AND OUTSIDE OF THE COMPANY BY WHATEVER MEANS CONSIDERED LEGITIMATE AND NECESSARY.

GENERAL MANAGER

S. OERTEL



Vapor Europe Srl
Amministratore/Delegato
(Sebastian Oertel)