

QUALITY POLICY

Since 1984 ESSE-CI Srl has been designing and building lighting solutions for interiors, believing that light is a business growth factor for its customers. Today ESSE-CI Srl offers a complete architectural range for interiors and exteriors with a specialisation in continuous row solutions, able to fulfil the specific needs related to the world of services: from offices to shops of every kind, from mass retail to larges public and private infrastructures such as schools, hospitals, museums.

ESSE-CI Srl focuses its attention on the global lighting market with an objective of quality in terms of performance and design along with the use of innovative materials and cutting-edge technologies.

ESSE-CI Srl also sets itself the objective of uniting flexibility, speedy operation, sophistication of the design and prime customer service. Plus, for ESSE-CI Customer Satisfaction also means integrating product performance with the added value of efficient, valid and customised services from the very design stage all the way to technical assistance. Product customisation allows ESSE-CI to support the Customer in realising their architectural project, designing the lighting to the finest detail, in keeping with the best available light management solutions.

To achieve this, Management is committed to:

- Applying a Quality Management System certified according to standard UNI EN ISO 9001, guaranteeing its capacity to regularly provide products and services that fulfil both Customer and applicable mandatory requirements;
- Maintaining a Quality Policy that is consistent with corporate strategic intentions as it represents the reference frame for defining and re-examining the quality objectives;
- Periodically re-examining the analysis of the context and the expectations of the stakeholders to identify the necessary actions for dealing with the risks and market opportunities;
- Preventing or correcting non-conformities and continuously improving the efficiency of the system in order to increase Customer satisfaction;
- Observing the laws in force, the requirements of the product standards and the contractual requirements;
- Creating accountability among the personnel performing the activities that affect the quality of the products and services offered to the customer;
- Controlling and measuring the quality management system processes so as to implement the actions required to guarantee continuous improvement of the quality system and the company's continuous economic development.

Management is also committed to ensuring that this Quality Policy:

- Is available and maintained as documented information;
- Is shared, understood and applied within the company;
- Is available to the relevant Stakeholders, as applicable.

Vigonza (PD), 21/01/2021

General Management

