

## **Quality Policy for AS Factorum Install Solutions SRL**

**Web address: [www.asfactorum.com](http://www.asfactorum.com)**

### **Introduction**

AS Factorum Install Solutions SRL is committed to delivering high-quality renovation and construction services that exceed customer expectations. We ensure all projects are executed within the agreed contract terms, adhering to budget constraints while maintaining efficient and timely delivery. Quality is at the core of our operations, underpinning our reputation and the satisfaction of our clients.

This Quality Policy establishes the framework for our commitment to achieving excellence through good planning, continuous improvement, and collaborative relationships with all stakeholders.

### **Policy Objectives**

To ensure the delivery of services that meet or exceed client expectations, AS Factorum Install Solutions SRL is dedicated to:

1. Delivering Quality Work: Executing all work processes effectively and efficiently the first time, ensuring customer satisfaction and compliance with contractual obligations.
2. Timely Execution: Providing efficient and timely maintenance and renovation solutions within budget constraints.
3. Stakeholder Collaboration: Developing clear communication and mutual understanding with all parties to guarantee quality outcomes.

### **Key Principles**

To achieve these objectives, AS Factorum Install Solutions SRL adheres to the following principles:

#### **1. Understanding Stakeholder Needs:**

- Ensure the requirements of all stakeholders are clearly understood and addressed through detailed planning and review.
- Build strong, first-class relationships with clients by delivering tailored solutions that meet their specific needs.

#### **2. Quality Planning and Resource Allocation:**

- Provide the best materials, tools, and equipment for all projects to ensure superior quality in renovation and construction.
- Allocate adequate resources to develop and maintain quality, safety, and environmental protection initiatives.

### **3. Employee Empowerment and Training:**

- Offer comprehensive training programs to enhance employee understanding of quality procedures and their effective implementation.
- Promote a culture of quality among employees, instilling pride and responsibility in their roles.

### **4. Continuous Improvement:**

- Develop and implement procedures tailored to desired work practices, ensuring compliance and effectiveness.
- Conduct regular audits and reviews to improve service quality and meet changing industry standards.

### **5. Quality Monitoring and Accountability:**

- Establish robust monitoring mechanisms to ensure conformity to agreed standards and identify opportunities for improvement.
- Assign quality management responsibilities across all levels to maintain accountability and transparency.

## **Implementation Strategy**

To implement this policy effectively, AS Factorum Install Solutions SRL will:

- **Integrate Quality Across Operations:** Ensure quality standards are incorporated into every aspect of the company's operations, from planning to project delivery.
- **Promote Participation:** Involve all employees in quality assurance and improvement initiatives, fostering a shared commitment to achieving company goals.
- **Set Measurable Targets:** Define quality objectives and measure progress through regular evaluations.

## **Management Commitment**

The management of AS Factorum Install Solutions SRL is fully committed to maintaining and improving quality standards. This includes:

- Ensuring the availability of adequate resources to support quality management initiatives.
- Monitoring compliance with safety, quality, and environmental protection requirements.
- Providing leadership to ensure all employees understand and uphold the principles outlined in this policy.

## **Continuous Monitoring and Review**

AS Factorum Install Solutions SRL will regularly monitor and evaluate its operations through a structured auditing process. This ensures:

- Conformance with established quality standards and client requirements.
- Identification of areas for improvement and implementation of corrective actions.
- Alignment with emerging best practices and regulatory developments.

## **Our Commitment to Excellence**

At AS Factorum Install Solutions SRL we recognize that quality is a shared responsibility that extends across every facet of our organization. By embedding quality principles into our daily operations, we aim to deliver exceptional services that set the benchmark for the industry.

## **Contact Information**

For inquiries or feedback regarding this policy, please visit [www.asfactorum.com](http://www.asfactorum.com) or contact us directly.

## **Management**

**AS Factorum Install Solutions SRL**

**Signature:** \_\_\_\_\_

**Email:** \_\_\_\_\_