

General Management of Kerakoll Group companies undertakes to foster throughout the organisation the principles and spirit that are the cornerstone of the concept of management for quality.

Quality management is a systematic way of fostering and guaranteeing organised activities in a planned way, enhancing them so as to improve results and comply with the applicable requirements of standard ISO 9001:2015.

It is a discipline that aims to stop problems before they happen, engendering an approach that makes prevention possible.

In particular, this must be done by personnel, by observing and solving real and potential problems, as well as eliminating situations which have caused or might cause them; and by General Management, who must remove any obstacles preventing individual functions from carrying out their tasks to the best of their abilities.

For each corporate process, appropriate indicators will be defined to monitor the degree to which specific quality objectives have been achieved; heads of each of the main areas are responsible for converting these indicators into their respective internal parameters in order to assess effectiveness and to produce an objective tool with which to monitor their respective activities.

The main pillars of our organisational policy are:

CUSTOMERS COME FIRST

We intend to offer a full product range capable of satisfying the expectations of our customers, in terms of price and competitive placing in comparison with the best of the competition.

Furthermore, we consider it a priority to provide designers, contractors and users with an effective pre and after sales service via our network of sales engineers, as well as organising training in the form of practical and theory-based seminars and meetings to help our customers further their acquisition of knowledge and skills.

ENHANCING THE VALUE OF PEOPLE

Firm in our belief that the contribution of every single employee is essential to ensure the reliability of our products, we pursue a human resources strategy that involves each one of them, throughout the organisation, motivating the pursuit of continuous improvement.

Professional development (theory-based and on the job) gives employees the chance to acquire new knowledge, apply innovation, analyse, solve and prevent real or potential problems.

We firmly believe that continuous improvement of performance is obtained by satisfying not just customers, but all stakeholders concerned in the life of the organisation.

RESPONSIBILITIES WITH REGARD TO THE ENVIRONMENT

Aware of the impact that building activities have on the environment and on the health of individuals, Kerakoll Group supports the safeguarding of natural resources during the entire life-cycle of the products, together with the health of fitters and users.

In order to provide the market with ecologically sustainable products, Kerakoll Group is committed to developing, producing and commercialising materials that have an increasingly low environmental impact and investing resources in raw materials research, formulation development and technology.

This commitment is integrated into the corporate strategy through adoption of the GreenBuilding Rating system, a means of measuring and communicating the sustainability and internal environmental quality of products.

RESEARCH AND TECHNOLOGIES

Adopting innovative technologies and methodologies, and introducing specific, coded design-based processes enable Kerakoll Group to assume a pioneering market position and benchmark role in the market for chemical building products. Design processes focus on the innovative use of raw materials and creation of products which are not only safer for application professionals and end users, but also for the environment.

On a regular basis, at least once a year or whenever necessary, General Management will check the suitability, appropriateness and effectiveness of the quality management system (Management Review) in relation to the objectives assigned.

The Quality Assurance function is responsible for verifying the progressive implementation of ISO 9001:2015 and its maintenance over time.

Sassuolo, 30 July 2018

The Chairman
Romano Sghedoni