

QUALITY POLICY

The founding principle of Tenowo Italia Quality Policy is represented by the Guarantee and the continuous improvement of the Quality Standards of the services offered, aimed at fully satisfying the expressed and implicit needs of the Customers. The management of Tenowo Italia undertakes to transmit to all staff its desire to operate within a Quality Management System compliant with what is described in the UNI CEI EN ISO 13485: 2021 standard, confirming its values which can be identified in:

- fulfillment, maintenance and improvement of regulatory requirements, both for the Product and for the System;
- customer satisfaction and its requirements;
- creation of a corporate culture oriented towards continuous improvement;
- continuous improvement of performance and their effectiveness;
- full achievement of customer satisfaction, and of other interested parties (Properties, Employees, Suppliers);
- respect and protect the patient's health;
- comply with the regulatory obligations established by Regulation (EU) 2017/745 [MDR] for the production and marketing of products with the CE mark;
- give evidence to customers of the quality of the products through proper communication that ensures the positive image of Tenowo Italia;
- meet the expectations of customers and all interested parties, providing products and services aimed at ensuring maximum attention to the safety and effectiveness of the products;
- make a selection of suppliers and the reference market, in order to work with stable and qualified companies that bring added value to the company;
- investing in order to ensure adequate means for operators, promoting the growth of the company;
- motivate and enhance the potential of its human resources;
- pay constant attention to maintaining the effectiveness of the organization's processes;
- possess a Quality Management System which, thanks to the collaboration of all staff, is able to prevent, reveal and correct non-compliances thanks to a careful risk analysis and identification of the resulting opportunities for improvement.

To achieve the desired effectiveness in the performance of business processes, Tenowo Italia sets itself improvement objectives, measurable by means of appropriate indicators and consistent with what is defined by its policy, to ensure product quality and customer satisfaction.

All collaborators are called to make their contribution, operating in compliance with the established duties and procedures, so that the company can:

- strive for maximum customer satisfaction through the principles of professionalism, fairness, flexibility and respect;
- offer the customer a service that gives priority to the quality-price ratio in compliance with the numerous legal requirements while maintaining a standard that is always higher than the required parameters;
- adopt new commercial and marketing policies aimed at territorial expansion and image improvement by increasing the value of business.
- make the entire organizational structure aware that working with a view to continuous improvement and lasting success can only bring benefits for customers and therefore for the entire company;
- offer full availability and absolute rigor in the timely resolution of any problems;
- tend to unify the various management aspects, to spread awareness that management systems are part of a single company project.

Tenowo Italia is member of TENOWO GmbH, world leader in the production of nonwovens and part of the HOFTEX GROUP, an added value that guarantees to the end customer the maintenance of high product standards.

Filippo Boscolo
Managing Director
Tenowo Italia

TENOWO ITALIA S.R.L.
Via Sardegna, 18/20
20072 Fizzonasco di Pieve Emanuele MI

