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Tecnikabel management is committed to pursuing a policy that places both internal and external customers at the center of its activities.

In particular, internal customer satisfaction is pursued through moments of verification and updating on issues related to the services/products offered.


External customer satisfaction is pursued by offering and adapting all processes to their particular needs, implicit and explicit, detected and monitoring the achievement of the objectives agreed upon in the contractual phase.

The customer plays a central role in Teknikabel's success and it is therefore important to know him in depth, provide services/products that meet his needs and create high customer satisfaction.

Tecnikabel objectives are:

1. increase in the number of customers, improvement in turnover, territorial expansion of the company and entry into new market areas;
2. stakeholder satisfaction and therefore: achievement of budget targets, reduced absenteeism, constant reduction in the number of complaints, partnership agreements with suppliers, high level of customer satisfaction
3. compliance with explicit and implicit contractual commitments;
4. compliance with customer requirements and expectations throughout the product lifecycle;
5. the care of communication with the customer;
6. the management of customer problems;
7. process improvement;
8. defect prevention
9. commitment to sustainability (including the company's climate impact)

The achievement of these objectives will be monitored through the constant detection of customer satisfaction, the analysis of complaints and implemented through the company management systems.

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10. the fulfilment of the requirements of ISO 9001:2015 (including the assessment of the impact of climate change on the company), ISO 22163:2023 (IRIS) and for the Volpiano site the requirements of EN 9100:2018
11. compliance with technical and safety standards on the product;
12. encouraging the identification of tips, best practices and lessons learned
13. the continuous improvement of the quality management system

The achievement of these objectives will be pursued through internal audit activities, training and information of personnel at all levels.

By achieving these objectives, the intention is to create a company strongly focused on its customers, increase its effectiveness on the market and make customer satisfaction the differentiating factor in a highly competitive market.

The specific objectives are defined annually by the management and disseminated to all employees.


 CEO
 Matteo Marini

Revision	Date	Changes Log
16	14/07/25	CEO Update
15	02/07/24	Update ISO 22163 and ISO 9001
14	20/02/23	CEO Update
13	29/07/20	Update for EN 9100
12	29/01/19	Revision for IRIS certification update on Almese site
11	03/11/17	Revision for ISO/IRIS update
10	15/01/15	Yearly review - no changes
9	08/01/14	Yearly review - no changes
8	17/05/13	Almese site added
7	24/01/13	Yearly review - no changes
6	09/01/12	Yearly review – Iris rev 2
5	04/01/11	Yearly review no changes
4	14/01/10	Added description list
3	12/02/09	Added fulfillment of IRIS - ISO9001:2008 requirements
2	15/02/08	Added fulfillment of ISO9001:2000 requirements
1	12/06/07	Insertion of the logo
0	06/02/04	First edition

Written by QUALITY	Approved by CEO
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