

Quality Policy

Delta-Tech S.p.A. is a company owned by the Toray group specialized in the formulation and development of resin systems , which places its strength on an in-depth knowledge of advanced composite materials.

The primary objective is to consolidate corporate value by constantly monitoring customer needs, with particular commitment to the most technically advanced sectors, promoting a sustainable development model.

The company's growth is especially aimed at the development of technical skills, so as to ensure the ability to propose cutting-edge materials and solutions to the market.

To achieve this goal, **Delta-Tech S.p.A.** pursues the continuous improvement of its products and services in terms of quality and sustainability, the "zero defects" goal and, consequently, customer satisfaction, adopting the policy of the parent company, in particular through:



1. The adaptation and continuous improvement of a management system compliant with current regulations and the **UNI EN ISO 9001: 2015** standard, updated with the **Amd 1/2024**, built on the business needs of **Delta-Tech S.p.A.**
2. A research and development activity operating in close contact with the customer to search for customized solutions.
3. The development of contacts and joint activities with both public and private research institutions to ensure the updating of its own technologies and give an **innovative character** to the approach to technical application problems.
4. The research and selection, through their qualification, of suppliers of raw materials with a high level of technical and logistical reliability.
5. A technical - commercial service able to support the customer in making the **most convenient** choices for specific applications
6. A **flexible production process**, able to adapt to the specific technical needs of both large and small production batches, also satisfying the technical and control requirements of the most demanding sectors; the production department is in fact equipped with highly versatile equipment, constantly maintained in a state of efficiency.
7. **Quality assurance** based on self-control by each person in the company, involved and appropriately trained for their duties. In addition, a constant commitment to compliance with all regulations relating to the products manufactured, safety at work, human rights and environment.
8. A **timely monitoring system** of business processes and Customer satisfaction, as a tool for the constant verification of company performance with respect to the set improvement objectives, founded taking into account the following principles:
 - involve staff, encouraging training and the development of skills;
 - respond to the needs and expectations of interested parties and the customer;
 - assign adequate resources to achieve the objectives.
9. An increasing assessment of **environmental changes**, in order to implement the necessary measures both to limit its impact on the environment and to address any inconvenience caused by the effects of climate change in order to ensure continuity of products and services to its customers.