

BIFFI ITALIA S.r.l. based in Strada Biffi 165, Fiorenzuola d'Arda (Piacenza), Italy, designs, produces and sells actuators and related control systems for industrial valves and offer an after-sales services.

Since it was set up in 1955, BIFFI has researched and used the most advanced technologies to make a product that aims at excellence, fully meeting Customer expectations in respect of Social Responsibility and Emerson Code of Ethics.

To this end, the Management of BIFFI ITALIA has identified a series of objectives among which:

- compliance with current legislation (related to product development, the environment, occupational health and safety and proper management of work relations);
- continuous improvement in the quality of the products and services provided (supply of products compliant with defined requirements, respect of delivery times established and management of assistance) in order to improve Customer satisfaction;
- continuous improvement of the working conditions in respect of the principles of Social Responsibility (Emerson Code of Ethics) and exploiting human resources by dealing with aspects related to personnel management and the constant identification and management of suggestions and reasons for dissatisfaction and promoting a healthy, safe, sustainable and environmentally friendly environment;
- improvement of sensitivity and spirit of cooperation of all personnel to quality, issues through specific training and information actions;
- improvement of sensitivity and close collaboration with Suppliers to expand and improve the range of products and services provided and enhancing at the same time aspects related to the quality environmental protection, occupational health and safety and social responsibility.

To express these intentions, BIFFI ITALIA is committed to applying and continually improving a Quality Management System compliant with voluntary standard ISO 9001:2015 e ISO/IEC 80079-34:2018 through which improvement plans are defined providing adequate resources both in terms of personnel, equipment and tools.

To this end, Management commits to:

- Implement, maintain and improve constantly a Quality System compliant with the applicable standards;
- Implement, maintain, monitor and design technological solutions compliant with Emerson's global objectives in relation to Quality, taking into account the effects that climate changes may have on products and processes;
- Entrust to Quality Manager the fully responsibility for ensuring the respect of what is expected by the company Quality System;
- Monitor periodically the Quality System through internal audits planning in order to evaluate it;
- Promptly analyze the activities that can influence climate change over which the Organization has the power to manage and/or control and any new activities and processes, in order to make choices both on an economic basis and based on environmental performance;
- Ensure that the Quality Policy will be communicated (through meetings, staff meeting, town hall, posted on the company board, sent by e-mail, published on the company website, delivered to all new-hired and already hired workers during the Security Courses carried out in accordance with the State-Regions Agreement of 12/21/2011 and subsequent amendments) understood (verifying it at the end of the meeting or during internal audits) and applied to all company levels and available to all the functions involved at company internet.

BIFFI ITALIA, through a commitment in applying the management system, aims to favor pursuit of the objectives and strategic issues reported below:

QUALITY
Reduction of defective products in order to increase the Customer satisfaction.
Optimization of think times to Customer in case of non-compliance. *
Reduction of defective components through the monitoring of Supplier performances.
Reducing costs of "non-quality" COPQ through a detailed analysis of the costs associated to warranties, scraps and internal reworks.
Design and manufacturing, sales and servicing of actuators and relevant control systems in compliance with PED Directive, ATEX Directive and other applicable regulations.
Development of a sustainable product that complies with safety standards and with low environmental impact, based on the best available technologies.
Collaboration with Human Resources to improve company staff satisfaction.
Promotion of information and training activities aimed at spreading and improving the culture of safety, health and environmental issues among all workers and other interested parties.

The company has determined the external and internal relevant factors for its purposes and strategic directions which influence its capacity to follow the expected results for its own Integrated Management System. This evaluation is reported in the Quality Management System Manual which is updated after a change in the analyzed factors or whenever there are significant changes in the organization's processes, products or policies or when there are relevant changes to regulatory or legal requirements. This analysis leads up to the risks/opportunities assessment and the subsequent improvement plan.

03/05/2024
Giovanni Zullo



* Biffi declares that its own policy of customer complaint management is in compliance with Portaria 179 (InMetro) and Law No. 8078/1990 and 9933/1999.