

Quality Policy

CLASSIFICATION	Public
AUTHOR	Federico Thei
DEPARTMENT	Administration
REVISION DATE	April 17 2026



ELEMENTS srl is committed to ensuring high quality standards throughout all stages of the product life cycle, from design and production to post-sales support. Our devices are intended for advanced research environments, where measurement reliability and data integrity are essential.

Core Principles

- **Metrological accuracy and stability:** Our instruments are designed to provide highly stable and repeatable low-current measurements over time, with particular attention to electronic noise and signal linearity.
- **Documented and verifiable quality:** Each device is accompanied by calibration reports and complete traceability of the production process
- **Rigorous controls:** We apply validation criteria to components, assembly, and user software, with functional tests under simulated real-use conditions.
- **Customization and flexibility:** We offer customizable solutions to meet the needs of laboratories, industries, and research centers, maintaining quality control even for custom productions.

Quality Management

- **ISO 9001 compliant Quality System:** Our processes are structured according to ISO 9001 requirements, with regular internal audits and continuous improvement actions
- **Non-Conformity Management:** Every report is analysed in a structured manner to identify critical issues and define corrective and preventive actions.
- **Technical Training:** All staff involved in critical processes receive ongoing training on design techniques, instrumentation, quality control procedures, and regulations.
- **Calibration and verification systems:** We have certified equipment for metrological control, with scheduled internal/external calibration and verification plans

Monitoring and Continuous Improvement

- **Quality KPIs:** We monitor defect rates, response times, and customer satisfaction indicators.
- **Customer feedback as a strategic lever:** Every interaction with the customer is analysed to gather useful input for improving products and services.
- **Controlled innovation:** Research and development activities follow a validated process, where every new solution is tested according to quality protocols.

Detailed and/or short-term objectives and targets are specified during Management Review meetings.