



The ISO 9001:2015 standard

The ISO 9001:2015 standard is the international standard that defines the requirements for a company Quality Management System (QMS), providing an organisational model to ensure the quality of products and services for the satisfaction of stakeholders.

Quality Certification is the set of corporate activities regulated by italiana petroli through policies, processes, documented procedures and registrations. This set of documents defines the rules by which italiana petroli achieves its objective of meeting the changing needs of its stakeholders in terms of quality.

The reference standard requires companies to demonstrate that they work in a structured manner, by planning activities from a process perspective and measuring the results obtained, including with regard to stakeholder satisfaction.

In order to clearly define its commitments to stakeholders, italiana petroli has developed its own **“Quality Policy”**, in compliance with the requirements established by the ISO 9001:2015 standard.

Working with a view to quality therefore means consistently meeting the **expectations** of all our stakeholders.