
QUALITY POLICY

1. The value of experience

ETHAFILTER has been operating in the compressed air and gas treatment sector for thirty years, and we believe it is essential to put this experience at the service of Customers to achieve our goal: full Customer satisfaction. With this in mind, we think that this can only happen if all Personnel are involved in a process of constant attention to quality aspects, and this is why we decided to implement a Quality Management System compliant with the ISO 9001:2015 standard.

2. Customer satisfaction is our victory

For us there is nothing more satisfying than a satisfied Customer: it is the guarantee that we are progressing towards our goal, that is, to supply products and assistance of high quality and reliability.

3. Competence and flexibility make the difference

Competence and flexibility: two simple words that describe what we have been transmitting since 1992 to our Employees and our Customers. Behind these words are years of experience in the compressed air and gas sector that have allowed us to grow year after year worldwide.

Experience certainly counts but without attention to the needs of the customer it is useless. Our Team is always up to date on commercial and technological news in the compressed air and gas treatment sector, and our mission is to design, develop and offer products on the market that have high pure quality standards while maintaining the flexibility that small companies like ours are able to offer. Therefore fundamental is to guarantee rapidity in processing the requests that we receive as well as quick fulfilment of the orders.

For us, Customer satisfaction counts rather than big numbers. Commitment is spent as of the supply of a simple spare part until even developing a new project implying particular requirements for satisfying specific applications.

4. Achieving goals with a cohesive and up-to-date team is easy

Our first goal is obviously Customer satisfaction, a goal that is hardly tangible but which must direct and guide the efforts of our entire Team. Of course, success is also measured by other goals, such as constant product improvement as well as conquering new market shares or segments and last but not least an economic growth. A modern and comfortable workplace and a team of determined and loyal Colleagues create a positive atmosphere and are the right premises that allow achieving these goals more easily, always in full compliance with the mandatory rules.

Vicenza, 09/11/2022