QUALITY POLICY

Microrad has established an operational Quality Management System, certified for the past 15 years in accordance with the ISO 9001:2015 standard.
The system is continuously maintained and improved with the primary goal of ensuring customer satisfaction.

Microrad is committed to constantly enhancing its Quality culture by involving all personnel—regardless of their role—in the understanding and application of Operational Procedures.

The implementation and continuous improvement of Microrad's Quality System aim to optimize the processes
involved in the management of its products, both before and after sales, bringing the following benefits:

- Reduced delivery and support times

- Fully automated calibration processes, both during production and for recertification

- Extension of the standard warranty

- Remote pre-diagnosis in case of faults and a free replacement instrument service if a warranty repair takes longer than one week