

QUALITY POLICY

- To pursue the objective of satisfying the needs of its customers, i.e. guaranteeing services that meet their needs and expectations;
- to establish collaborative relationships both upstream and downstream of the production process, with both customers and suppliers;
- to valorise and foster behaviour and attitudes of involvement of its Personnel in all activities relevant to the 'Quality Management System', encouraging self-responsibility and promoting individual initiatives aimed at improving Quality;
- to provide for the selection of suppliers (of products and services), choosing among those deemed reliable, and update such selection according to actual performance;
- to use documented and constantly updated 'Procedures' designed to ensure that product quality requirements are met and at the same time developed in such a way as to enable the dissemination of technical contents among the various units of the organisation;
- to make the most of the data collected based on the recording of Non-Conformities detected in the process, product, service and Quality System, customer complaints and customer satisfaction, in order to reduce Non-Quality Costs;
- to manage and continuously improve our 'Quality Management System' in accordance with the requirements of the ISO 9001 reference standard: 2015, which was chosen by the top management as a reference, obtaining the relevant certification;
- to analyse the data collected to define appropriate corrective actions to ensure continuous process improvement;
- to pursue the objectives set by the Executive Board and the activities defined in the Quality Planning;
- to constantly analyse and monitor the context, risks and opportunities to foster continuous improvement of the organisation and customer perception.

Direzione Generale

