

The basic principles that inspired the General Management to create a Quality Management System compliant with the UNI EN ISO 9001: 2015 standard were:

1. Conviction of the importance of the correct quality system management;
2. Evaluate the suppliers and make shrewd purchases;
3. Create profit;
4. Satisfy customers in terms of compliance with delivery times, quality, price;
5. Conviction of human resources importance;

The General Management is committed to making available the resources necessary to:

- Monitor the efficiency of the Quality Management System through:
  1. Continuous updating
  2. Keeping under control the actions undertaken and their effectiveness: improvements, corrective measures
  3. Staff training and communication
    - Use only reliable suppliers who perform checks on their process
    - Consolidate turnover
    - Have profit
    - Reduce waste
    - Reduce internal non-conformities
    - Improve customer satisfaction through:
      1. good assistance
      2. the supply of compliant products resulting from continuous checks
      3. timely delivery of orders
- Improve the training of human resources and their satisfaction through:
  1. organization of internal and external professional courses
  2. make available of appropriate equipment
  3. continuous collaboration and expectations monitoring

The General Management is committed to operate according to an ethical and responsible conduct, respecting individuals and all practices that promote workplace safety, health and environmental protection; this occurs both in compliance with current regulations and through voluntary initiatives.

The General Management, while acknowledging in itself the ultimate responsibility for the realization of the Company Quality Management System, delegates to the Heads of the established department, the full responsibility of the activities that influence the quality for those areas. First of all, they are responsible for the publication and promotion of quality methods for the implementation of the QSO.

The General Management also undertakes to ensure that the quality policy is understood, implemented and supported at all levels of the organization.

The General Management intends to pursue the continuous improvement of the company, also through the renewal of the equipment and the machinery, as well as the satisfaction of the customer's needs, in order to guarantee full client and the staff satisfaction.