

The goal that our company intends to pursue and ensure over time is ever-increasing customer satisfaction.

To achieve this, it sets out to continuously improve its services through a process of continuous advancement that is based on the following points:

1. The broader and more frequent involvement of all interested Parties in the activities provided by the Quality System, which are the means to effectively achieve such continuous improvement of our services.
2. Management is committed to providing and maintaining the necessary resources to develop the activities provided in the Quality System effectively.
3. Within the framework of these activities, as at any time of work, ideas and proposals for improvement must be favoured.
4. Each manager has the task of coordinating his/her collaborators, directing them toward continuous improvement.
5. Quality is knowing how to organize oneself in such a way as to provide the best possible service right from the start. This entails a greater initial effort, but a reduction in corrections over time.
6. Stakeholders and Management are included and interface according to a Customer/Supplier relationship within the company. Each, as a "Customer" must cooperate to improve the service of their "Supplier" (the management); as a "Supplier", on the other hand, must provide the best possible service to their "Customer" (the management), determining their satisfaction.
7. Management, starting from the needs and expectations of the Customer and those of the market, annually defines the goals of the Organization in an Improvement Plan.
8. Our Suppliers must be involved in our improvement program. They are in fact a link in our production chain that is crucial to achieving our quality objectives.
9. Management is committed to the delivery of service and the production of products in an environmentally friendly manner (rationalization of energy use, reduction and differentiation of waste and waste produced, use of substances less hazardous to people and the environment, separate collection) and to operate in accordance with mandatory environmental legislation and the reduction of negative environmental impacts generated.
10. The success of the Organization requires the professional and cultural improvement of individual resources at all levels. Therefore, provision must be made for the identification of a precise and consistent Training Plan aimed at effective growth.
11. Management is also committed to the process of improving the satisfaction and trust of all Interested Parties (Shareholders, Suppliers, banks, the community, the municipality, the ASL and controlling bodies, etc.) by monitoring and complying with applicable laws and mandatory regulations.
12. The objectives defined annually are included in the Improvement Plan. This Plan, in all its phases, constitutes an element of priority that determines an ongoing commitment of all personnel in the pursuit of such improvement.
The goals that the Management intends to achieve are:
 - Build customers loyalty
13. Management is committed to maintaining the Certified Quality System in accordance with UNI EN ISO 9001:15

Signature D.G. Luca Dolci 