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Quality Policy

All staff, in carrying out their activities, must consider customer satisfaction and the efficiency of work processes as essential factors for the competitiveness and success of the Company.

Therefore, the following objectives are established at the corporate strategy level:

- maintenance of the Quality Certification according to the UNI EN ISO 9001: 2015 standard
- prevent the needs of the customer by identifying his expectations to meet them;
- continuous adaptation of company capabilities to market needs;
- enhance human resources, involving them and encouraging their collaboration and contribution;
- reduce non-conformities, deficiencies and other factors that affect the quality of the product;
- respect the scheduled times;
- reduce non-productive times;
- comply with the requirements and mandatory regulations
- respect the environment

To achieve these objectives, it is necessary:

- set up and keep updated an effective quality management system, intended as a tool for optimization and continuous improvement;
- carry out a systematic monitoring of the activities carried out and the results obtained to verify their effectiveness and highlight any shortcomings;
- consequently, implement systematic improvement programs, quantifying from time to time the objectives to be achieved at the operational level.
- constant monitoring and annual review of the analysis of the context and business risks.

Short and medium-term objectives are defined annually by the Management during the periodic review through “Quality Improvement Programs”.

The General Management is responsible for ensuring and supporting the implementation of this policy, assuming its leadership and making a commitment to the quality management system:

- a. taking responsibility for the effectiveness of the quality management system
- b. promoting the use of the process approach and risk-based thinking
- c. ensuring the availability of the necessary resources for the quality management system
- d. sharing this policy with relevant interested parties

Each department manager must respond, within the scope of their competences, for the achievement of the established objectives. Any problem that cannot be solved at the level of the specific function must be reported to the General Manager.

All staff are called upon to make their contribution to the implementation of this policy, aware of the importance it has for the affirmation of the Company.

The implementation of this Policy and the achievement of the established objectives will be carefully and systematically verified by the Management.

Lodi, li 23/05/2023

General Manager (CEO)
Carlo Bizzoni



[Parole chiave]