

The objective that our company intends to pursue and guarantee over time is to increasingly raise customer satisfaction.

In order to achieve this, it is striving to continuously improve its services, through a process of continuous progress, based on the following points:

1. Greater and more frequent involvement of all the staff in the tasks envisaged by the Quality System which are the tool to effectively achieve continuous improvement of our services.
2. Management is committed to providing and keeping the resources necessary to effectively develop the tasks provided in the Quality System.
4. Ideas and proposals for improvement must be encouraged during these tasks, as at any time during the workday.
5. Each manager should liaison with his or her staff, and steer them towards continuous improvement.
6. Quality means knowing how to organise yourself in such a way as to provide the best possible service right from the start. This results in more effort initially, but fewer corrections over time.
7. Employees and management are placed and interface according to a Customer/Supplier relationship within the company. As a "Customer", each employee must cooperate in order to improve the service of his "Supplier" (management); on the other hand, as a "Supplier", he/she must provide the best possible service to his "Customer" (management), determining its satisfaction.
8. Starting from the needs and expectations of the Customer and those of the market, every year management sets the objectives of the Organization in an Improvement Plan.
9. Our Suppliers must be involved in our improvement program. In fact, they are a crucial link in our production chain in order to achieve our quality objectives.
10. The success of our Organization requires the professional and cultural improvement of individual resources at all levels. A precise and coherent Training Plan aimed at effective growth must therefore be worked out.
11. Management is also committed to the process of improving the satisfaction and trust of all **stakeholders** (shareholders, suppliers, banks, the community, the municipality, local health companies and supervisory bodies, etc.) by monitoring and complying with applicable laws and regulations.
12. The objectives set annually are included in the Improvement Plan, which, in all its phases, constitutes an element of priority that determines a constant commitment of all staff to the pursuit of such an improvement.
13. The objectives that Management intends to achieve in the medium term are:
 - UNI EN ISO 9001:2015 certification;
 - Improvement of internal organization through targeted growth paths for staff;
 - Plant and equipment upgrade
14. Management also undertakes to maintain a certified Quality System according to UNI EN ISO 9001:15 Quality Standard

Signed by the Managing Director