

	QUALITY POLICY	
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GENERAL

The growing competitiveness and complexity of the sector makes it necessary to define an organizational structure capable of "ensuring" certainty to the customer, consistency of behavior and quality of the products / services offered that the **SALA MAURIZIO STAMPI** summarizes in the following principles:

- Constant **attention to the customer** both in terms of needs and the services offered.
- Being able to **provide a competitive product / service** on the market.
- Manage their activities with **excellent characteristics**, progressively reducing waste through a dynamic process of **continuous improvement** and in general **growth of human resources** available.

TARGETS

Based on these shared principles, SALA MAURIZIO STAMPI Srl has defined its targets in:

- **Provide quality products** that meet the needs of the market and customer expectations, complying with the requirements of the laws, regulations in force and marketed at a cost that gives profit and at the same time allows competitive prices.
- **Prevent and eliminate the causes of non-compliance and customer complaints.**
- **Improve the efficiency of the company system** through a process of improvement over time
- Obtain and, above all, keep intact the acknowledgments that confirm the real **efficiency of the Quality Management System and of the people** who keep it alive.

To achieve these targets , the Management intends to commit itself adopting measures to guarantee:

- **Involvement** in the process of improving the quality of all employees, ensuring means and resources, so that everyone is able to perform their tasks well, also engaging in involving all staff in understanding and implementing the Quality Policy.
- Constant staff **training** and **updating**
- Constant **monitoring of production processes**
- **Continuous** analysis and **monitoring** of **risks and opportunities**
- **Innovation** continues because it is considered an essential component to remain competitive and a reference point for the sector
- **IT security** management

In this regard, **quality indicators** have been introduced that will be constantly monitored and discussed periodically through the Management Review and periodic checks aimed at defining new improvement objectives.

These objectives are associated with a timeframe of achievement and are verified at least once a year as well as this Quality Policy.