

Faenza, 20th December 2023

QUALITY POLICY

The Management considers fundamental customer satisfaction and the continuous improvement of the effectiveness and efficiency of the quality management system. Efforts in these areas are documented in this QUALITY POLICY.

The system is planned through risk and opportunity analysis, believing that this type of approach makes the company proactive and non-reactive, preventing or reducing unwanted effects and promoting continuous improvement.

For these reasons, a program of continuous improvement of quality, costs and company technology is in place and it is based on the following aspects:

- Attention to market demands: in response to a changing world, business flexibility to meet the needs of its customers large and small.
- Improvement of the internal organization: identification of the areas of improvement of the own business organization to the aim of the optimization of the workings and the obtaining of more effective and efficient processes .
- Customer satisfaction: monitoring customer satisfaction through direct and indirect indicators.

The Management, in order to pursue the macro-objectives mentioned above, uses the following strategies:

- Diffusion and sharing of quality policy;
- development and diffusion of annual objectives;
- regular review of the adequacy of policy and objectives and possible updating;
- implement the content of the company's quality management system documents;
- examination, evaluation , monitor and periodically develop the effectiveness and efficiency of the quality management system, promoting improvement actions in order to increase the level of customer satisfaction.



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