

POLITICS FOR QUALITY

The Management of DEMATTEIS srl sets out the objectives of the Quality Policy that must be implemented by all staff, at every level of the company and it aims to:

1. Encourage and develop a collective commitment to quality within the organisation;
2. Evaluate and address risks associated with processes;
3. Define the objectives and assess the results achieved;
4. Pursue the implementation of the customer's needs and requirements by increasing the level of satisfaction;
5. Develop collaborative relationships and partnerships with stakeholders, working with the aim of establishing mutually satisfactory and collaborative relationships;
6. Create a work environment that enables employees in our organization to contribute with satisfaction to achieving business goals;
7. Engage staff through training plans to develop their professional skills in a profitable and gratifying way;
8. Define planned audit actions to correct and prevent non-compliance that impact customer satisfaction and adverse effects on society and the environment;
9. Pursuing the process of continuous improvement, involving and incentivising all the staff of the organization, by analysing critically, dynamically and measurably the requirements and performance of the various business processes in relation to the results achieved, the potential and the margins for improvement;
10. To seek continuous innovation, in accordance with the expected requirements and quality levels of the customer;
11. Pay attention and respect the state laws, contractual regulations, quality, environment, health and safety policy.

The Management defines and documents the above, in terms of measurable quality objectives, including how to ensure its continued suitability through review and the documentation of the Quality system.

The Management is committed to spreading the Quality Policy to all company staff, by posting the document on the bulletin board, accompanied by any explanatory interviews.

Grateful for your cooperation, we take the opportunity to give our best greetings.

The Management

Marcella Dematteis



Responsible of the Board of Directors