

	<h2>Quality Policy</h2>	Redatto da: AQ  Approvato da: AQ 
DOC522.01	Revisione: 01 del 14/06/2019 Oggetto : New paragraph about company continuity	Ed.3 Rif. UNI EN ISO 9001:2015

The goal of LONARDI CLAUDIO SRL is the satisfaction of customers and other interested parties as well as compliance with product requirements and this objective is placed at the center of its ongoing commitment to improvement.

In order to achieve this goal, the company has adopted a quality management system based on the principles set out in the present quality policy statement.

These principles constitute a binding commitment for the management and for all employees of the company and are reported in the following points:

- commercial activities are carry out in such a way as to protect customer satisfaction and the economic interest of the company;
- the satisfaction of the customers with whom the company operates is monitored in order to support the management in its decisions for continuous improvement;
- guaranteed delivery times to customers must be respected;
- the company pays particular attention to staff training / training programs in order to continuously improve skills, competence and awareness; furthermore, particular attention is paid to the training of the new generations in order to pass on the company know-how and to guarantee business continuity over time;
- the supply of raw materials is kept under control in order to collaborate with reliable and adequate organizations for the quality of supplies and punctuality;
- any non-conformity during the production phase of the products are detected and resolved by the company personnel, in order to prevent customer complaints;
- the company pays particular attention to the environment and safety at work, through the adequacy of the machinery to the regulations, to the attention to the cleanliness of the environment and to the continuous training and training in the field of health and safety.

In order to make more and more controllable and measurable these commitments undertaken by the company towards customers and their collaborators, the management has decided to adapt its quality management system to the international standard ISO 9001: 2015 which requires further analysis to the previous regulatory requirements; this analysis consists in the more precise identification of the context in which LONARDI CLAUDIO SRL operates and in the consequent mapping of the risks associated with the company activities.

The measurement and control system of the company's performance starts from this risk-based approach and leads to the identification of improvement objectives, related to the quality policy. Each objective is programmed by the management with the allocation of adequate human, material and financial resources. The monitoring of the company's performance with respect to the objectives is carried out by the management with the help of specific quality indicators which translate the capacity of the organization's processes into a numerical form.

Each year the quality policy, the definition of improvement objectives and the system of quality indicators are subject to a management review, in order to ensure that they are always conform with the actual needs of the company's organization, as well as revised with reference to the risk analysis.

The quality policy and improvement objectives are made known by the management within the company through formal communications and training of personnel and outside through the company website.

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La direzione