

QUALITY POLICY

Company goal is the full satisfaction of needs and expectations of:

- customers
- reference market
- stakeholders who are directly involved in the support of the organizing activity.

In order to achieve this purpose, the Paparelli's Policy is to pursue the following general concepts:

- sensitization of the customer in cooperating with PAPARELLI ALESSANDRO E FIGLIO S.R.L.'s production, by planning deliveries for the best;
- to be constantly updated about bureaucratic requirements regarding the receiver countries of finished products;
- to program appropriate inner meetings where you can treat the emerged problems, with the final purpose of collecting improving cues according to previous experiences;
- respect of the chosen norm: UNI EN ISO 9001:2015;
- measurement of the adequacy, respect and effectiveness of SQ through inner and outer audits;
- constant monitoring of process indicators;
- definition of always new measurable aims for a bigger involvement of the whole organizing staff;
- continuous monitoring of the service provided to the customer, so as to obtain a constant improving.

In order to attain these goals, it is established the role of the Responsible Manager of Quality System, that together with the Management plans, cooperates, organizes all that is necessary to accomplish the prearranged objects.

The Person in Charge is also given suitable means, authority and organizing freedom to identify, propose and manage with the concerned roles the maintenance of Quality Management System as well as the solutions fit to amend the relating problems of non-Quality.

The Person in Charge undertakes to place at disposal the necessary resources to sensitize the whole staff towards the absolute respect of prescriptions contained in the Quality Management Handbook and in the other documents regarding the Quality Management System.

Every identified function in the Quality Management Handbook is responsible, within his duties, for the application of rules and practices that are defined in it.

Possible essential modifications in the Quality Management System must be approved by the Head of the Company.

The Management



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