



Nuova Lagoplast ®



## POLICY FOR QUALITY

The measure of the Company's success is closely linked to Customer satisfaction and thus to our ability to understand and meet not only their explicit demands, but also to anticipate their unexpressed expectations. Considering the continuous evolution of the Market in which we operate, with more and more demanding requests, being chosen and appreciated by Customers means excelling in quality, efficiency, reliability, flexibility, price and image.

The Ogliari wants to be the best possible Partner in the proposal and implementation of Solutions that support in every aspect the business objectives of its Customers, with particular regard to the quality and safety aspects of the product.

The tool that allows us to refine our ability to respond to market needs, both in terms of technical competence and innovation, and in terms of quality and reliability, is our Quality Management System, understood as a daily work tool, which governs all the processes conducted in our Company.

The constant commitment of each of us to work in accordance with the Quality Management System allows us to continuously improve the overall performance, contributing to the achievement of the Company's primary objective, identified in the satisfaction of the Customer, obtaining the Customer's loyalty.

An effective Quality Management System is therefore of fundamental importance for the achievement of our objectives, and therefore it is necessary that it is understood, implemented, supported and improved with the commitment of each of us, regardless of the role played in the company.

Ogliari srl has identified in the ISO 9001-2015 standard, the tool for base for the implementation of its Quality Management System.

Ogliari srl, aware of its role in the Company, defines and applies the following guidelines:

### **Towards the Market and Customers:**

- >Produce products in accordance with applicable laws and regulations, guidelines and industry-specific standards.
- >Ensure compliance with stated and/or agreed quality requirements with customers.
- >Thoroughly understand Market trends and customer needs in order to provide them with products and services that fully satisfy them, anticipating their own needs, verifying levels of satisfaction achieved through appropriate forms of evaluation.

### **Toward internal and external personnel**

- >Ensure everyone's safety through full compliance with the Laws, training and required training.
- >Assess and ensure skill levels, providing necessary training, to perform and improve their work;
- >Maintain a high level of empowerment, motivation and involvement of all employees, promoting the dissemination and development of quality culture at every level of the company.

### **Toward the organization and business processes**

- >Continuously improve the Quality Management System, certified in accordance with ISO 9001-2015 by measuring its effectiveness through periodic reviews.
- >Develop and maintain process control based on the PDCA methodology: Plan (plan) Do (do), Check (check) Analyze (analyze), start over and improve performance.

### **Toward Society, the Environment and the Territory:**

- >Be sensitive to the social, ethical and environmental aspects of the community in which we operate in order not to compromise the needs of future generations.
- >Directly support social and sports entities in the area.
- >Monitor and improve environmental impact through emission control, energy sourcing from renewable sources and technological development of recyclable products and from recycled raw materials.

Trescore Cremasco, 12 September 2023

  
The Direction