



Nuova Lagoplast ®



QUALITY POLICY

The measure of the Company's success is closely linked to Customer satisfaction and to our ability to understand and meet not only their explicit requests, but also to anticipate their unexpressed expectations.

Considering the continuous evolution of the market in which we operate, with increasingly demanding requests, being chosen and appreciated by customers means excelling in quality, efficiency, reliability, flexibility, price and image.

Ogliari wants to position itself as the best possible partner in the proposal and creation of solutions that support the business objectives of its customers in every aspect, with particular attention 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, intended as a daily work tool, which governs all 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 global performance, contributing to the achievement of the Company's primary objective, identified as Customer satisfaction, and obtaining customer loyalty.

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

Ogliari srl has identified the ISO 9001-2015 standard as the basic tool 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 compliance with current laws and regulations, industry-specific guidelines and standards.
- Ensure compliance with the quality requirements declared and/or agreed with customers.
- Thoroughly understand market trends and customer needs 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.

Towards internal and external staff

- Ensure everyone's safety through full compliance with the Laws, training and necessary training.
- Evaluate and guarantee the levels of competence, providing the necessary training, to carry out and improve one's work;
- Maintain a high level of responsibility, motivation and involvement of all collaborators, promoting the diffusion and development of the quality culture at every company level.

Towards organization and business processes

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

Towards 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 the social and sporting realities of the area.
- Monitor and improve the environmental impact through the control of emissions, energy supply from renewable sources and the technological development of recyclable products and recycled raw materials.

Trescore Cremasco, 12/09/2023

The direction

