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## Quality Policy



**SILINGARDI SRL** decided to adopt a Quality Management System in compliance with the requirements of the UNI EN ISO 9001 standard in order to achieve the following objectives:

- guarantee the quality of the product (wooden packaging), so that it:
  - effectively and efficiently meets customer expectations, even if not expressed;
  - complies with the applicable specifications and standards;
- apply a corporate organisational model that ensures consistently high and appropriate technical skills to be applied in the areas of wood packaging production and design;
- achieve the set business results;
- establish every interaction with its customers and partners with the aim of creating value while identifying present and future needs for the success of the company;
- rationalise and optimise company activities, both managerial and executive, in order to provide a product with the best quality/price ratio;
- guarantee the customer that the product, in qualitative and economic terms, is supplied on a stable basis with the characteristics requested by the customer;
- guarantee product performance and reliability;

To achieve these objectives **SILINGARDI SRL** undertakes to:

- organically and clearly define the tasks and responsibilities of those involved in the realisation of the product;
- always maintain a high level of stakeholder satisfaction, particularly of its customers
- apply quality techniques and methodologies as a means of managing company activities in a controlled manner;
- fully and precisely define the characteristics of the product to be supplied even when these are only implied in the contractual documentation;
- plan the activities to be performed, execute them in accordance with the planning, supervise their correct execution by effectively communicating the information necessary for their coordination;
- keep abreast of new technologies, materials, production processes with a view to their application in the company's activities;
- make the personnel responsible and involved in quality matters, asking them for maximum cooperation and commitment to ensure continuous development and improvement;





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- ▶ make suppliers aware of quality issues and take measures to encourage them to adopt a quality management system themselves;
- ▶ determine the risks and opportunities that need to be addressed to provide assurance that the QMS can achieve the expected results;

The application of quality techniques and methodologies is a need felt and considered necessary by all functions of **SILINGARDI SRL**, starting with the Management which, in relation to this, has established in the company directives to provide the company with a documented quality management system suitable for achieving the established objectives.

Together with the general objectives, **SILINGARDI SRL** defines specific quality objectives year by year also in relation to aspects such as

- customer satisfaction;
- the acquisition of new skills and professional experience of personnel and/or maintenance of those acquired;
- improvement of the company's production efficiency.

The definition of Quality objectives is carried out as part of the Improvement Plan by **SILINGARDI SRL** management, which assesses their achievement during periodic reviews.

The Quality Policy and implemented procedures are disclosed to all personnel during periodic meetings; the correct and complete understanding and implementation of the Quality Policy is systematically checked during internal audits.

All the responsible Functions are directly responsible for the implementation of the contents of the Procedures prepared according to their respective areas of competence.

The person in charge of managing the Quality System has the task of coordinating the actions necessary for the development of the Quality Management System, carrying out specific actions with particular reference to those of quality assurance and quality control, verifying the effectiveness of the Quality Management System, proposing improvement actions and supporting their implementation.





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The person in charge of managing the Quality System is not assigned responsibility for obtaining the quality expected for the products, since this is the result of the correct planning and execution of all the activities that lead to their realisation and, for the outcome of which, the fundamental role is played by the people who directly carry out the work.

The Management of **SILINGARDI SRL** assumes primary responsibility for the realisation of the objectives indicated above and any corrective actions that may be necessary to fully achieve them.

- As part of the Quality System, the Management supervises and supports Quality-related activities, supported by the Quality Manager **Mr. Silingardi Alberto**

The Quality Manager has full responsibility and authority to ensure compliance with the procedures laid down in the company's Quality Management System.

The implementation of a Quality Management System is a commitment fully shared and approved by the Management.

Usmate Velate, 18th of July 2023

The Management



Wooden boxes | Industrial packaging | Logistics



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