

QUALITY POLICY

The quality policy adopted by ILSA-MC srl is focused on the pursuit of customer satisfaction, trust and loyalty through the supply of products and services of high quality and value, with the aim of differentiating themselves from the competition.

This involves the company commitment to the design, implementation and continuous improvement of a business management system that takes into account and satisfies a set of requirements: regulatory and mandatory requirements, requirements perceived by the customer, including all interested parties, and other business requirements aimed at creating a stable and quality organization.

Our company aims to implement this policy, through the following actions, committing itself to :

- ensure the effectiveness and efficiency of the services offered so that they meet the contractual requirements, the explicit and implicit expectations of the customer and the criteria established by the relevant legislation;
- operate in compliance with the UNI EN ISO 9001: 2015 standard through a certified quality system aimed at customer satisfaction;
- Use the context, risk and stakeholder analysis tool to ensure the pursuit of appropriate corporate strategies and the achievement of corporate objectives;
- provide the human resources necessary in order to effectively carry out all the processes of the quality management system, constantly monitoring the improvement in quality performances;
- develop a working environment in which all staff can be fully satisfied and can feel responsible for their activities and able to carry them out in full autonomy;
- ensure the availability and visibility of the recordings, or all those data that constitute the objective evidence of the quality of the service;
- procure products and services from suppliers who give the certainty of supplying on the market an efficient, high-quality product that meets safety requirements;
- promote the involvement, awareness and training of personnel, in order to acquire awareness of the effects of their behavior on Quality;
- always guarantee customer satisfaction, defining the expected level and the actions to be taken to achieve it and measuring the satisfaction level;
- select suppliers using criteria that include the evaluation of their attention to the Quality issues, also in line with this Policy;
- strictly comply with all the mandatory requirements contained in the legislative requirements applicable to their business;
- ensure an open dialogue with Customers by offering continuous assistance in solving queries, problems and solutions aimed at the full satisfaction of the Customers themselves.

The Policy is disseminated to all internal and external staff and periodically updated, in relation to changes in the organization and as part of the review activities by the General Management.

San Vincenzo di Galliera (BO), 30/11/2021

ILSA-MC SRL
