

QUALITY POLICY

Customers' satisfaction is the cornerstone of the Company's success, and it is based on the ability to understand and anticipate clients' requirements and offer a service that meets not only their explicit needs but also, and above all, their latent ones.

This is why Farmagomma Srl's management undertakes to implement an effective Quality Management System to clearly understand orders and commissions, successfully complete assignments at the first attempt and professionally modify non-executable requests into possible alternatives.

The Company Quality Policy addresses the following subject matters:

Towards Customers / Market

- Understand Customers' needs to be able to supply products and services that meet their expectations, rating and ranking levels of satisfaction.
- Understand market trends to identify Farmagomma Srl's strategic positioning and be able to grab all the existing opportunities to maintain and improve the reference market.
- Provide high quality products / services with a high cost-quality ratio

Towards Personnel

- maintain a high level of motivation, empowerment and involvement
- Guarantee training to ensure the necessary skill levels and professional development
- ensure a suitable working environment that respects the regulations in force

Towards efficacy and efficiency of internal procedures

- Develop and maintain a process-control system to prevent problems and promptly detect and solve them
- Identify quality indicators that include evaluation parameters, Customers' priorities and Company strategic areas

Towards the Community

- Be sensitive to the social, environmental, legal aspects of the Community in which Farmagomma Srl operates

In order to achieve the aforementioned objectives, a Quality Management System has been defined in compliance with the UNI EN ISO 9001: 2015 standard.

This policy has to be understood, implemented and supported at all Company level in order to result into concrete facts. Quality Policy is discussed during the annual Board of Directors re-examination and it is the reference point for the quality goals definition. The goals are then made official in the Improvement Plan, where the Management confirms their validity.

Amministratore
U. Mariniello

