

	QUALITY POLICY	POL
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AGIBI PROGETTI Srl aims at the market and as such, it regards its customers as a primary asset. With this in mind, we must not only meet its requirements and satisfy their explicit demands, but also their current and future unspoken expectations, by applying a methodology based on continuous improvement.

Our company intends to play a leading role in a market that is characterised by increasing levels of competition, innovation and expectations on the part of the end customer. It is essential for us to be always ready and willing to make changes, identifying possible future needs in advance.

This has always been a cornerstone, which distinguishes us and allows us to work alongside our customers in a mutually beneficial relationship.

Our customers can count on a dynamic corporate team that is able to offer a complete range of ideas tailored to their specific needs.

One of the essential tools to achieve the above is the disclosure of strategies across all levels of the company in order to motivate relevant staff, thereby creating unity in intents and purposes, and fully engaging them in achieving our objectives: working better, working well for the customer and ensuring business satisfaction.

As a result, the key points our management intends to pursue with regard to customer relations are as follows:

- Analyse the context in which the organization operates and identify the expectations of the interested parties, relevant in order to define the strategic action plans for the future;
- Create a clear corporate identity, which is shared with all interested parties, based on common principles and values;
- Guarantee organic monitoring of the processes, which makes it possible to identify the main areas of inefficiency, with the relative definition of the risks they entail with a view to continuous improvement;
- Maintain the utmost vigilance of the legal requirements and, more generally, of the obligations of compliance the company must abide by;
- Guarantee a high level of support, by implementing "custom" designs for machines and installations that are safe and easy to use, built with high quality and technologically advanced materials, which fully meet our customers' expectations. Hence the decision to certify the company in accordance with UNI EN ISO 9001:2015 and maintain this certification over time;
- Ensure rapid resolution of reported anomalies which, if effective, can become opportunities for customer loyalty;
- Promote awareness of their role among staff, through training and information policies that favour the growth of their skills;
- Obtain an improvement in internal productivity, in order to allow an increasingly timely response to customer needs.

The management undertakes to implement this policy and to check that it is implemented and examined, making available adequate "Means and Resources".

This Policy is posted on the company bulletin board and thus disseminated to all personnel.

Updated on 14/02/2022

The General Management

