

From: Company Management
To: ALL INTERNAL STAFF

MONTICHIARI, 21 April 2022

The management of the company "**CP STAMPI s.r.l.**" believes that the success and continuity of presence on the market is closely linked:

- the commitment to the degree of satisfaction of our customers;
- the continuous improvement of all company activities;
- the development of human resources.

The quality perceived by the customer and the end user - therefore his degree of satisfaction - is the result of numerous concomitant elements, in which, however, the methods of execution of the order and therefore of the work carried out are a priority.

The Management has therefore defined the commitments it assumes and the objectives it intends to pursue:

- **ensure** the continuous improvement of the Quality System and its performance, ensuring compliance with the requirements dictated by current legislation and any other requirements signed by the company;
- **ensure** compliance with the quality requirements, and especially the timing of the service provided, as well as compliance with quality / price, in compliance with the specified requirements;
- **maintain** the commitments undertaken with our Customers by understanding their expressed or implicit needs and satisfying them;
- **improve** the internal operational efficiency of the corporate processes established both by defining the operating procedures for carrying out the manufacturing processes, and by the professional growth of its staff; carry out self-audits to periodically check the performance "performances" achieved by the implemented management system;

- **minimize** the costs incurred to correct any errors in the execution of orders, eliminating them through appropriate non-compliance prevention activities, instead of post-clearance elimination or pure registration;
- **optimize** collaborative relationships with suppliers and partners in order to increase the Company's level of competitiveness on the market;
- **to make** the entire organization **responsible** for managing the Quality System, from the Management to each employee; each one is called to make his own active contribution, according to his own attributions and competences.

To translate the above commitments into operational practice, we intend to pursue the following objectives

- **improve** internal efficiency, both through the definition of rigorous operating procedures for carrying out the working processes that provide for a working environment that is always in order and compliant with current regulations, and through the professional growth of its personnel who are aware of operating and live a moment of business growth;
- **promote and implement** training and training programs for our collaborators in order to optimize the growth process of the human resources used, considered as critical resources for the business development of the years to come, also guaranteeing equality, impartiality, continuity, participation, effectiveness and efficiency;
- **privilege** operational flexibility, a characteristic that has always distinguished us, respecting the functional needs of each colleague and / or collaborator;
- **constantly** monitor the degree of compliance of the System with the reference standards and laws;
- **promote and maintain** an open, constructive, transparent attitude towards the public, users and other interested parties

To ensure this, the organization of the company "**CP STAMPI s.r.l.**" undertakes to implement an effective Quality Management System in compliance with the standard:

UNI EN ISO 9001:2015

The Direction

