

*Progettazione e produzione di articoli tecnici in
materiali termoplastici tramite processo di stampaggio.
Progettazione e produzione dei relativi stampi.*

*Design and production of technical items in
thermoplastic materials by molding process.
Design and manufacture of their moulds.*



QUALITY POLICY

March 14, 2019
Correggio (Reggio Emilia – Italy)

F.M. srl has a **Quality Policy** directed to business development and customer satisfaction.

This policy is fitting with the objectives and commitments that FM srl wants to achieve. Considering the business context, the following will represent concrete commitments to be pursued:

- a) Link the image of the company to quality standards of excellence;
- b) Optimize resources, human, technical and technological, in order to provide quality products and quality services minimizing errors, delays, waste and inefficiencies;
- c) Ensure compliance with current national and international legislation.

According to the above, F.M. srl is committed to pursue the following **objectives**:

- Increase the trading penetration by achieving new markets in order to create wealth and corporate profits;
- Create an interactive corporate image which allows to offer efficiently, transparently and timely products and services;
- Retaining customers by offering them a fast and efficient service;
- Systematically monitoring the degree of customer satisfaction, so that in the time, this result is configured to levels of excellence;
- Involve, inform, educate and train its employees and collaborators, also temporary, about the culture and operational techniques to implement the Quality Corporate policy at the best and therefore pursuing the continuous improvement of processes;
- To improve the organization, the working environment and technologies in order to raise the level of production efficiency and quality standards, while maintaining the flexibility to adapt to the constant market changes in the shortest possible time;
- Pick and choose suppliers of products and/or services that share our Quality Policy at a competitive price.

To meet these commitments, **F.M. srl** decided to improve its organization on a Quality Management System.

F.M. Directorate believes in quality since a long time and F.M. srl was in fact one of the first companies to adopt a Quality Management System certified in August 1995.

F.M.srl keeps its **Quality Management System** updated and compliant to the requirements of UNI EN ISO 9001.

The Directorate-General