

LIMONTA | 1893

QUALITY POLICIES

Annex B - Quality Manual 2018

The steady increase of customer satisfaction is for Limonta the objective to be achieved and guaranteed over time. For this reason, Limonta is committed to improving its products and services through the involvement and participation of all its employees. Improvement is based on the following points:

- 1.** An extensive and frequent involvement of all employees is an essential requirement for the continuous improvement of products and services.
- 2.** The activities provided by the Quality Management System effectively involve the employees thus contributing to the product improvement.
- 3.** Ideas and proposals for improvement should be encouraged in the framework of these activities as well as at any time at work.
- 4.** Heads of Department have the task of sensitizing and coordinating their employees, guiding them towards continuous improvement.
- 5.** Quality is getting things right from the first time. This involves a greater initial effort, but a reduction of corrections over time.
- 6.** Each resource/employee is part of the Customer/Supplier relationship within the company. As a “Customer” employees must cooperate to improve the service of their “Supplier”; as a “Supplier” they must provide the best possible service to their “Customer”, determining his satisfaction.
- 7.** The General Management, starting from the needs of the Customer and those of the market, sets out every year an Improvement Plan, specifying the objectives by area/process. Heads of Department must develop their Quality Objectives according to the directions of the General Management.
- 8.** Our Suppliers must be involved in our improvement program since they play an important role in our production processes.
- 9.** The Improvement Plan in all its phases is a factor of priority for both the General Management and all the Heads of Departments that therefore ensure a constant personal commitment to support continuous improvement.
- 10.** Analysis of risks and opportunities related to all business processes, in connection with the analysis of the context and stakeholders, defining the appropriate actions for their reduction and verifying their effectiveness.
- 11.** Planned management of changes and modifications that may affect the integrated management system.
- 12.** Business success involves the professional and cultural improvement of resources at all levels. An important role in achieving this objective is played by each Head of Department. This can be obtained conveying one’s experience, knowledge and selecting appropriate education/training actions aimed at effective growth.
- 13.** Commitment to sustainable development and product and process issues.

General Management

