

GRUPPO IDEAL STAMPI S.r.l. is constantly looking for advanced and innovative solutions, in order to provide high quality products and services.

To reach this, GRUPPO IDEAL STAMPI S.r.l. has as its primary objective the pursuit of business growth, through technological innovation and human resources development, to promote a customer service that respects the laws and the best market standards.

To do this, it intends to use the Quality Management System accordant with ISO 9001:2015 , as an organizational model capable of continuously measuring and improving corporate performance and consequently the relationship with Customers, Employees, Suppliers and interested parties in general.

The corporate strategies, which consist of specific objectives and targets, are:

- ✓ systematic Company Management commitment, to ensure the process of continuous improvement;
- ✓ check and optimize business processes, correcting not conformities, causing waste and defects, in order to improve the performances continuously;
- ✓ involve and motivate the staff at all levels, for the attainment of the company targets;
- ✓ orientate the relationship with the customer and with the stakeholders, on maximum collaboration, always and in any case trying to evaluate all requests, in order to give timely answers, relevant solutions and understand any implicit needs, that can be satisfied or generate new opportunities services;
- ✓ estimate the company performance, by also focusing on comparisons with analogous firms in the work sector;
- ✓ collaborate with the suppliers, for a continuous improvement of the quality of the service rendered and begin (if possible) a shared growth path
- ✓ maintain adequate resources for the structure;
- ✓ identify the training needs of staff, in order to plan coherent and targeted interventions, aimed at guaranteeing the maintenance of skills and professional increase;
- ✓ measure performance and define objectives and targets consistent with the resources and the role that GRUPPO IDEAL STAMPI S.r.l. assumes in the area of competence;
- ✓ use a suitable approach to risk.

The Quality Management System implemented is based on rules and practices established and agreed with all the components of the organization (employees and collaborators), formalized in specific documents and procedures, that must guide each company function in the execution of activities, in order to guarantee the achievement of the objectives and targets expected.

The achievement of the above targets is possible only through the commitment of all staff.

Therefore, each responsible and at all levels, is required to raise awareness among its employees in order to:

- ✓ ensure compliance with operating procedures and rules;
- ✓ guarantee compliance with the assigned roles;
- ✓ obtain the target quality objectives for the area of its competence;
- ✓ avoid inefficiencies and propose actions for continuous process improvement;
- ✓ increase one's knowledge and increase one's professional and cultural background;
- ✓ guide their collaborators with involvement, so as to be an example;
- ✓ respect diversity (of opinion, culture, religion, language, skin, political thought) ;
- ✓ application of the industry 4.0 philosophy;
- ✓ optimize the use of energy and environmental resources.

The
Management _____

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