

QUALITY POLICY

Labware S.p.A. General Management has defined the following fundamental principles on which the **Quality Policy** is based as it expresses its position towards the company:

- **Continuous and complete customer satisfaction**, which means reducing the gap between customer expectations and what the company is able to offer, ensuring not only the supply of a product but also the provision of a service; helping the client in the choice of materials and offering technical solutions by identifying his real needs; through staff training, both technically and in communicative relationships.
- **Attention to the interested parties**: through staff training, both technically and in communication, through the understanding of internal and external context, the analysis and determination of internal and external factors, and the specific expectations of the parties involved.
- **Establishing unity of purpose, of directions**, creating and maintaining an internal company environment aimed at the full involvement of the staff in pursuing the goals set by the company, as defined in the form for objectives and indicators.
- **Involvement of the personnel**, which is the essence of the company.
- **Process approach** to achieve the expected results with greater efficiency, having identified the 4 main company processes (sales, design and development, sourcing and production).
- **Process approach and risk-based thinking**, through the planning of actions which face risks and opportunities in order to achieve more efficiently the expected results.
- **Systemic management approach** to identify, understand and manage the system of interconnected business processes to pursue the objectives set by the company and to contribute to its effectiveness and efficiency.
- **Continuous improvement** which is a fundamental and permanent objective of Labware S.p.A., with data-based decisions and process monitoring.
- **Decisions based on factual data**, because effective decisions are based on the logical and intuitive analysis of actual data and information.
- **Relationship of mutual benefit between Labware S.p.A. and its suppliers**, with a view to reciprocal growth opportunities according to predetermined objectives.

These fundamental principles contribute to improving the internal potential of the company, which finds great benefit, motivation and awareness of all people, so that each of them behaves in the dual role of customer and internal supplier.

The quality policy is the guiding element that unites all the staff in their work, so the objectives defined in MOD01P05-01 can only be reached thanks to a continuous and complete commitment of all the staff of **Labware S.p.A.**

Labware S.p.A. intends to be a benchmark in its sector and to maintain over time the Quality Management System Certification in compliance with the UNI EN ISO 9001:2015 standard by TUV Italia, also extending the field of application to AMF production.

Civitanova Marche, 04/12/2017

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