



Since the creation of the Company it has been the firm will of the Management to pay particular attention to customer satisfaction especially with regard to the timeliness of delivery, the technical qualities of the product, the price, and therefore the quality of the service. The Company is in fact convinced that in order to fully meet the needs of customers, its product must consist in the provision of a "complete service" ranging from the design and manufacture of molds to the supply of related printed items (plastic or aluminum alloy).

This belief can be summarized in:

find the solution of the problems others can't solve

The Management is firmly convinced that to achieve this and to aim at an ever better quality level of the service provided, it is essential to use a Company Management System based on the ISO 9000 series standards.

The Management intends to exploit the Quality Management System as a tool for continuous improvement.

In addition, the Management considers the certification of its Quality System as the best message to customers to demonstrate the seriousness and professionalism of [Eurostampi srl](#) in the supply of its products.

The Guiding principles of [Eurostampi srl](#) has always used and that it considers fundamental to be able to fully meet the expectations of its customers are the following:

• Training and updating of personnel (such as to guarantee in particular the interchangeability and autonomy of production personnel) with particular attention to the following aspects:

- knowledge of the functionality of the product
 - Knowledge of the previous and subsequent phases to its own processing (and consequent attention to the problems and needs of the "internal customer")
 - training on new technologies applied in the Company
 - dissemination of concepts related to the organization of the Company
 - constant updating of the Company regarding technical and legislative innovations (guaranteed by the connection with the Industrial Association)
- Constant attention to new technologies aimed at guaranteeing the customer both on the technological validity of the product and on the timeliness of delivery (in the Company there are highly automated machines that have the possibility of working on three shifts even in the absence of personnel)
 - Particular care in the preventive maintenance of the machines in order to guarantee their reliability both dimensional and production continuity
 - Need to intercept and promptly resolve Non-Conformities, as well as to analyze and use them as a stimulus for improvement
 - Importance of using qualified, reliable, timely suppliers who represent a "partner" for the Company
 - Compliance with implicit requirements (laws and regulations: attention to safety at work, respect for the environment and updates of licensed software)
 - Attention and care towards the environment: every waste product deriving from the processing cycles is recycled and regenerated; our R&D department is constantly looking for materials that favor the development of products with the lowest possible environmental impact, favoring those solutions that guarantee the recycling and total regeneration of products

Following the analysis of the context and the interested parties and the related risks/opportunities, as well as through the Quality System, the Management intends to translate into practice the application of the Guiding Principles, to obtain the following results, considered fundamental for the achievement of the primary objectives of [Eurostampi srl](#):

- Rationalize the organization to the maximum by optimizing the harmony between internal resources (management of equipment and human resources) and external (suppliers) thus ensuring:
 - to customers the reliability of the supply
 - the Company the possibility of producing the products under controlled conditions
- Accept only contracts for which full compliance with quality requirements can be ensured according to the company's know-how and equipment



4th revision

- Identify the activities deemed relevant for the purpose of respecting the contractual qualitative requirements, with the aim of keeping them under control
- Resize to the maximum the problems that arise from THE NON QUALITY
- Optimize and constantly improve the methodologies followed within the Company for the performance of activities
- Achieve greater responsibility of all operators at any level through constant involvement based on planned training/information activities
- Enhance human resources to stimulate staff participation in improvement
- Establish a relationship of mutual collaboration and trust with the suppliers of products / services considered critical for quality
- Set constant improvement objectives through periodic reviews of the company's Quality System
- Maintain a high quality level of products, aimed at achieving satisfaction from customers and users
- Provide a complete service to the Customer (from the design of the mold to the molding of the articles), speeding up deliveries and reducing the time between the order of the mold and the acceptance of the part by the Customer
- Have an assiduous direct contact with customers to promote and ensure the continuity of the relationship
- Improve the level of quality in the construction of the molds, thanks to the greater knowledge of the user's needs (for example with regard to the speed of tooling, safety in the transport and handling phases, durability, cost reduction for the subsequent processing phases of the printed items, etc.)
- Constantly improve the corporate image

These objectives are shared by all the staff who, in addition to committing themselves to the correct management of the System, also provides incentives to the Management for the implementation and continuous improvement of the same.

The Manager on the occasion of the periodic reviews of the Quality System, establishes from time to time the best business strategies aimed at the continuous evolution of the primary objectives and its management system, plans the specific objectives in accordance with the company policy and to the changed conditions of risks / opportunities, allocating appropriate and adequate technical, human and therefore economic resources, thus promoting the dissemination of the decisions taken towards all staff, ensuring that they are understood, shared and implemented at all levels.

This Policy is reviewed at least annually and disclosed to all company staff (employees, collaborators, suppliers, etc...) and is available to the public, interested parties and anyone who requests it.

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