



PACKAGING ACCESSORIES PRODUCERS

QUALITY POLICY

FEMM management confirms the willingness to maintain and develop the Quality Managing System (QMS) in compliance with the requirements of UNI EN ISO 9001:2008 standard, and the commitment to a continual improvement, being convinced that quality is the key to the excellence and competitiveness of the company.

*The Quality Managing System is constantly monitored by **Quality Assurance Manager** and **Managing Director** in order to be updated to the company development, in accordance with mandatory requirements and customer satisfaction.*

Thus, the organization must be committed to understand the needs of customers in order to produce and provide products and services that meet or exceed customers quality requirements.

Relying on our long experience and basing our analysis on recorded data, the quality policy is understood and followed at all levels and by all employees to achieve the stated objectives.

Thus, FEMM management is committed to:

- set goals and targets
- provide resources appropriate to the purposes of the company
- promote communication between the different levels of organization
- ensure compliance with the laws and regulations concerning environmental issues and safety at work
- develop human resources through the improvement of work environment.

This quality approach of the company requires:

- Specific periodical meetings
- Technical and quality improvement plans
- Participation of suppliers and external partners in the quality policy.

The objectives to be pursued are stated as follows:

- **CUSTOMER SATISFACTION AND LOYALTY**
- **OPTIMIZATION OF RESOURCES**
- **ECONOMIC PERFORMANCE IMPROVEMENTS**
- **IMPLEMENTATION OF THE QUALITY SYSTEM IN OUR FACTORY IN MEZZANI**

These goals are quantified and contained into the MANAGEMENT PLAN, through which indicators and monitoring methodologies are continuously monitored.

Caviago (RE), 14/04/14

THE MANAGING DIRECTOR

Emilio Ganapini