

QUALITY POLICY

Falci Management consider quality a strategic instrument that enables to achieve business excellence and to maintain market shares. Quality is the objective of all activities within the organization and all internal and external resources are involved in its achievement.

Customer satisfaction and continuous improvement in production and in organization are main objective of Falci s.r.l. Safety of workers and environment as well as compliancy with law are fundamental.

Company strategy pursued by General Management and Quality Policy are developed in accordance with internal and external context where the company operates.

Main points of Falci Quality Policy are:

1. Customer satisfaction, ethics and compliance with law are main objective of our organization.
2. Clear objectives, which involve all personnel, are key points to obtain a continuous improvement.
3. Personnel training and personnel development are strategic activities. They involve all company levels and they are strategic in reaching continuous improvement.
4. Trustful and respectful customer relationship are built on integrity and transparency.
5. Company processes and procedures are implemented and monitored in order to enhance performances and reduce non conformities
6. Personnel Safety and Environment are priorities in the choice of materials and production processes.

Quality Policy is communicated to all personnel at all level within the organization, and all personnel must actively cooperate to pursue and monitor the application of the above.

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Executive Director

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