



# Quality policy

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## **VISION: OUR AIM IS TO INNOVATE AND LEAD THE MARKET. COPYING IS FOR LOSERS.**

We at ALA OFFICINE SPA work hard to develop and consolidate our position in the Italian and international market. That's why we keep improving our products, as well as all the areas of our organisation and quality management system.

The goal of our Management is to consolidate the relationship with our long-standing and current customers, acquire new ones, and open new markets. All this must be done paying attention to the company's profitability to provide our organisation with new opportunities.

We at ALA OFFICINE SPA provide our customers with high-quality products, an overall service, and cutting-edge solutions to be always one step ahead of market requirements.

To achieve these goals, we at ALA OFFICINE SPA believe and put into practice the following principles:

### **Customer orientation**

Our management truly believes that our success is based on customer satisfaction. An attentive communication with our customers helps us know their needs and thus meet them.

We at ALA OFFICINE SPA are aware that our customers' success is our success too.

### **Leadership:**

Our management aims at being a point of reference for our collaborators, providing them with clear objectives, a vision that leads to tangible results, and all the resources required to achieve these goals.

### **Attention to our Personnel**

We at ALA OFFICINE SPA believe that our personnel is the first and irreplaceable resource. That's why we will always support them and enhance their value. We will always be thankful for people who use their expertise (guaranteed by continuous training), experience, and enthusiasm to help us achieve our goals. We believe that whoever works with us must be proud for what they do and know why they do it.

### **Process approach**

ALA OFFICINE SPA is not just a bunch of offices. On the contrary, it's a system of interconnected processes. Every person must understand that all these processes put together (where everybody plays an essential part), if carried out correctly, have a positive impact on the product and thus on customer satisfaction.

### **Continuous improvement**

Our management follows the PDCA (plan-do-check-act) model, which is the beating heart of our organisation.

We believe in continuous improvement and want the entire organisation to apply this important principle every day.

### **Evidence based decision-making**

The decisions made by our management are based on data and analyses. The collection of these data is not to blame someone or to micromanage them just for the sake of it, but to understand if the system is effective or if it needs to be improved, so we can make the right decisions.

### **Relationship with suppliers**

We at ALA OFFICINE SPA consider our suppliers true partners. That's why we share our needs and expectations with them. We expect an approach orientated towards continuous improvement, research for innovation, and understanding of the market requirements.

Our suppliers must be aware that their success is ours too. Together we can achieve numerous goals if we share the same principles.

We are aware that all this, together with compliance with applicable regulations (e.g. ISO 9001, 3834, and 1090) and the correct identification of risks and opportunities, will make us better every day.

We at ALA OFFICINE SPA are proud of what we do and we want our products to be an added value and a distinctive feature for our customers. We put all our love and enthusiasm in what we do to make this happen.

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La Direzione