

Quality policy

Customer's satisfaction is the rule we started from and we do not want to overcome. The quality of the service, as we mean it, is the understanding and accurate fulfilment of customer's requests.

In order to perform successfully and profitably, the management made up the decision to select «QUALITY» as basic leverage to hit the goals set ahead.

The management policy reflects in the company's operative activities and is regularly verified, validated and shared by the management itself.

The general management also ensures that such a policy takes shape in the form of specific goals, determined during the Management Review and formalised by identifying the specific purpose and processing time.

The management trusts the support of the whole staff to fulfill the set target.

- inside and outside elements affecting the achievement of the goals set by the management, in terms of management system
- involved parts expectations considered relevant by the management and that are commensurate with the Quality Management System
- results and mapping of company's procedures
- risks and opportunities generated by inner and outer elements analysis and expectations of the involved parties, as well as process issues
- binding laws and rules

Managements' commitment is to make the policy document available to any involved parties requesting consultation.

Through the appropriate organization the management ensures the compliance of the services offered to customers to AEO regulations (Authorised Economic Operator) and ICP rules (Internal Compliance Programme).

For the deployed AEO system, the management guarantees the compliance with the highest security requirements throughout the whole supply chain.

For the ICP system put in place, the management ensures reliable internal controls concerning the laws and regulations about military equipment, to avoid the proliferation of weapons of mass destruction and their rockets.

The management remains available for any question and hints about the system and company organizations improvement.

Regarding the safety and hygiene of pharmaceutical products for human use, the management has decided to also implement a certified GDP (Good Distribution Practice) system.

The Management Carugati SA