

MANAGEMENT STATEMENT

The Quality policy represents a fundamental component of business principles aimed at continuous improvement, customer satisfaction, collaboration with suppliers, reduction of non-compliance, involvement and continuous growth of human resources. The Management promotes the culture of Quality through the commitment of all those who work in the company and for the company, plans accurate marketing strategies to improve his quality standards and to guarantee product's safety, carrying out correct storage methods according to specific customer's indications.

The Management considers as key points:

- maintain and constantly improve a certified Quality System according to the **UNI EN ISO 9001: 2015** and **UNI EN 9100:2018** standards and ensure that all future regulatory revisions will be implemented
- analyze the internal and external keys that influence the context in which the Company operates in order to set and pursue strategic objectives
- carry out a continuous Quality improvement activity, defining methods, plans and indicators to optimize production processes
- continuously monitor the Customer satisfaction and loyalty in order to improve the quality perceived externally, prevent complaints and respect delivery deadlines, aiming at a high value product and service
- reduce the non-compliances and prevent the falsification of the **Products** by implementing internal controls and at the Suppliers in the various processing phases to avoid defects, minimizing waste, complaints, returns and problems related to product conformity
- increase the skills and improve the consciousness of our collaborators by encouraging them to participate and share quality objectives through training, supervision and effective communication.

LAM SRL believes that working in conditions of **safety, health and respect** for the environment is essential. It undertakes to conduct its activities with respect for the environment and sustainable development.

LAM SRL undertakes to keep the **workplace** efficient and productive by introducing rules and procedures aimed at minimizing the risk of fires, injuries and exposure to health hazards for the entire workforce and its employees.



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PASSIONE E PRECISIONE. DAL 1979.



Compliance with the mandatory requirements arising from applicable national and international laws is a fundamental and indispensable principle.

MISSION: Flexibility, professional skills, passion and customer care: this is how we transform requests into a search for excellence.

In LAM we make the customer's problem our own and we work alongside him, following him at every stage of the process, to create high-level products in terms of precision, quality and safety.

VISION: Investments in staff training and integration of management software and advanced technologies. This is how LAM looks to the future: continuous growth and updates, to respond to increasingly demanding requests and to become the ideal partner in the precision components sector.

QUALITY → **ORGANIZATION + SKILLS + SERVICE**

The achievement and maintenance of the aims of this Quality Policy requires that everyone is involved and is aware of his or her role and responsibility in achieving the goals and continuous improvement.

Date: 16/09/2022

THE MANAGEMENT



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