



Code	PROCON-A3
Revision	00
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O.M.G. GHOTTO SRL has decided to undertake a certification process because it strongly believes in the importance of making visible to everyone the commitment it has always implemented towards all those who collaborate and operate both inside and outside its organisation.

Achieving ever higher levels of service quality with the aim of satisfying the needs of Customers and stakeholders is the primary value of our company.

The Management's commitments in this respect are

- to aim for full customer satisfaction by investing in technology, innovation and competence;
- maintaining the regulatory compliance of all activities as well as adhering to and conforming its policies and procedures to all the requirements of ISO 9001 and other applicable requirements, through the maintenance over time of a Management System that conforms to them;
- guaranteeing and implementing continuous monitoring and improvement of its management system, defining specific improvement objectives and verifying their achievement;
- regularly review this Policy, with the aim of implementing continuous improvement in line with the indications of the interested parties, with regulatory evolutions, more generally, in step with the changes in the social, cultural and economic context in which the company operates;
- sensitise and involve all company personnel, suppliers and all interested parties in the knowledge, implementation and respect of the requirements of ISO 9001, in order to make their own contribution to implementing the Policy, respecting the assigned tasks and established procedures;
- provide all information and allow access by interested parties to the verification of compliance with the requirements of ISO 9001;
- communicate and disseminate this Policy to all personnel and interested parties, making it publicly available through appropriate communication channels (posting on notice boards in departments/offices and publication on the company website) and information activities;
- make available adequate instrumental, human and economic resources to pursue the Policy set out herein;
- guaranteeing the effectiveness and efficiency of the services offered so that they meet contractual requirements, customer expectations and the criteria established by the reference standards, through the allocation of tasks, responsibilities and working methods defined and described in the documented information;
- raise the level and quality of the standards of its products and services, also by referring to the most qualified competition on the market.

The Management

O.M.G. GHOTTO SRL