

# Quality for ItalianPack

**ItalianPack** was founded in 1988.

Since then, the company has grown strongly, and the experience gained, combined with the quality of the products and services offered, are the winning formulas for success in national and international market.

Constant technological evolution, increased competitiveness and the specificity of market requirements mean that to be chosen and valued by customers today means qualifying our company in terms of efficiency, quality, price, reliability and service.

**ItalianPack**, fully aware of its role and responsibilities within the community, has made the development of quality, human capital, health and safety in the workplace, and the wellbeing of workers an element of its corporate culture and relations with all stakeholders.

**ItalianPack** is committed to operating in compliance with legal and quality requirements in the design, production, marketing and service of packaging machines for the food industry.

This is in line with the company's primary commitment to the elimination of dangers and the reduction of risks to the health and safety of employees.

Product quality means supplying the customer with a machine that meets the customer's requirements in terms of the type of packaging required, with specific performance characteristics and tailored to the trays supplied, in compliance with the applicable regulations.

Service quality is the accuracy of responses to enquiries, the punctuality and completeness of deliveries and the competence of the after-sales service.

Global Quality (Product and Service) means satisfying the customer's needs, expressed and implied, to the fullest extent possible.

**The management of ItalianPack in compliance with UNI EN ISO 9001:2015 and UNI ISO 45001 commits and declares to:**

- Design machines and lines and organise the activity in such a way as to pursue product and service quality and safeguard the health and safety of in-house and contract workers;
- Promoting worker consultation and cooperation between the various company figures and business organisations for the promotion of health and safety;
- Involvement of suppliers in the process of continuous improvement of products and services;
- Define specific projects in the different areas of the business aimed at continuous improvement of process and product quality, as well as employee health and safety;
- Promotion of customer satisfaction monitoring and improvement initiatives;
- Provide the necessary resources for the implementation, maintenance and improvement of the integrated management system for quality and health and safety at work;
- Operate in compliance with laws, rules and regulations, including any requirements agreed by the Company with third parties;
- Introduce and maintain up-to-date management and surveillance procedures for the constant control of staff health and safety and for action to be taken in the event of accidents, near misses, non-conformities, anomalies or emergencies;
- Increase information, education and training activities, involving all workers and making them aware of their individual obligations and the importance of their every action for achieving the expected results and their responsibility for health and safety, product and service quality;
- Doing internal audits to ensure that the requirements of the company's management system are implemented and maintained;
- Activate analysis actions for actual or potential non-conformities;
- To raise awareness of quality and health and safety issues among the company's employees, suppliers, customers and all interested parties and to involve them in the company's objectives and targets;
- Distribute this document to all personnel. Make it available to all interested parties.

This policy is checked and updated periodically in order to ensure its validity and correspondence with the characteristics, needs, expectations and objectives of the company and all interested parties.

Como (CO), 15/11/2021

  
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