OUR POLICY

FRANPLAST S.p.A, from management to all direct and non-direct employees, is committed daily to pursuing a Quality Policy aimed at innovation and development that always has the focus on customer satisfaction.

Knowing the level of customer satisfaction is critical to the growth of Franplast SpA itself.

A constant and thorough examination of what really satisfies customers leads Franplast SpA to a continuous commitment to the improvement of business processes, creating a virtuous circle.

This comes through what is called a "corporate culture" at Franplast SpA, which means continuous improvement in the areas of safety, work environment, professionalizing training of employees, and implementing a team of motivated, satisfied people who are aware that they all want to achieve one goal.
In this view, everyone is crucial, each with his/her own role.

This policy is in line with the purpose of FRANPLAST S.p.A Organization and the context in which FRANPLAST S.p.A operates by identifying stakeholders and their expectations

Concrete basis of this choice are the following wills:

● Understand, analyze, customize and meet CUSTOMER requirements by creating a relationship of cooperation, trust, mutual and ongoing reliability.

● Ensure comprehensive technical support from design to product use by providing support even at the customer's site, during product development to after sales.

● To pass on to customers and its employees the passion that FRANPLAST S.p.A has been able to cultivate over time by growing year by year and making investments in various departments.

● Support and implement the concept of TEAM WORK among business areas through TEAM BUILDING activities, supportive policies, welfare and gender equality.

● Operating in a socio-economic context under the banner of ENVIRONMENTAL and ENERGETIC sustainability.

● Ensure that the Quality Management System supports the strategies and objectives of FRANPLAST S.p.A.

● Ensure the integration of Quality Management System requirements into business and top management processes.

● Involve and stimulate ALL its employees so that they contribute and cooperate in the effectiveness and efficiency of the FRANPLAST S.p.A Quality Management System.

OUR GOALS

In accordance with the above statement, FRANPLAST S.p.A is committed to the following measurable, constantly monitored and communicated objectives:

1. Identify the Customer's requirements so as to achieve their full satisfaction and constantly monitor the Customer's perception of the degree to which their needs and expectations are being met.

2. Increase its customer base by constantly seeking new markets, industries and innovative products.

3. Design and manufacture TAYLOR MADE products and those that increasingly reflect market demands.

4. Increase sales budget and contribution margin.

5. Determine and review the needs and expectations of stakeholders.

6. Develop the use of RISK BASED THINKING by planning and managing actions to address RISKS and OPPORTUNITIES that may affect product compliance and Customer satisfaction.

7. Analyze and periodically review the Quality Management System in order to be in line with mandatory requirements and the expectations of the Executive Board.

8.   Determine the resources needed for processes, train, coach and raise awareness of staff toward high quality standards, and manage organizational knowledge.

9.   Improve the internal organization and efficiency of the Quality Management System by defining Processes, Responsibilities, Process Indicators and related objectives with a view to continuous improvement.

In order to achieve the above objectives, FRANPLAST S.p.A undertakes to periodically review this Quality Policy, always taking into consideration continuous improvement to guarantee its image.

All functional areas of FRANPLAST S.p.A, including the General Management, are responsible for ensuring that the above principles are adhered to.

Issued by:
Franplast S.p.A. Management.   Provaglio   d'Iseo   (BS):
08/06/2023