


Version	00	QUALITY MANAGEMENT SYSTEM	
Version Date:	01.01.2020		
ISO 9001:2015			
QUALITY POLICY			PAG. 1 of 1

Maica Mallarini Pallet S.r.l. has been operating in the wood sector for over four generations and is currently specialising in the manufacturing of pallets..

The objective that Maica Mallarini Pallet S.r.l. aims to pursue and guarantee over time is the ongoing enhancement of Customer Satisfaction.

To achieve this, Maica Mallarini Pallet S.r.l. is committed to optimising its activities through the continuous improvement of its Quality Management system.

Such improvement requires **the involvement and participation** of anyone involved and is based on the following points:

- The involvement of the whole Company towards Quality is the cornerstone of continuous improvement
- Compliance with all laws and regulations applicable to the industry.
- The commitment to a sustainable exploitation of natural resources, with particular reference to forest products, as they are the raw material of our activity. The use of woody raw materials that are sustainable in environmental, economic and social terms and the commitment to pursue the objectives described in our Policy on the management of forest products and to comply with the requirements of the PEFC chain of custody in accordance with the reference standard ITA 1002:2013 in all business processes.
- Quality is doing the right things right from the very beginning. While this involves a greater initial effort, it will reduce the need for corrections over time.
- Each Corporate Function is part of a Customer/Supplier relationship within the Company. As a “Customer” it must cooperate to improve the service provided by its “Supplier”; as a “Supplier” it must provide the best possible service to its “Customer”, ensuring the latter's satisfaction.
- Starting from Customer and market requirements, every year the Management defines an Improvement Plan that includes Quality Objectives.
- The Company's success depends on the professional improvement of individual resources. The definition of a precise and coherent Training Plan must therefore be envisaged.
- The Improvement Plan is a priority both for the Management and for all the Supervisors, who must therefore guarantee their constant personal commitment in supporting the Plan and in checking its progress.
- All supervisors have the task of coordinating their collaborators, guiding them towards continuous improvement.
- The Quality Management System must be periodically reviewed to identify and activate opportunities for improvement.

Maica Mallarini Pallet S.r.l. is committed to spreading this policy at all levels and to all parties concerned, undertaking to review it at least once a year.

La DIREZIONE:



Date: 01.01.2020