



Our quality policy

MANAGEMENT'S COMMITMENT

The general aim of the management is to integrate the running of all the company processes so as to guarantee the best administration possible in order to improve QUALITY.

In quality area the firm aims at achieving the following aims.

Aims

FOND-STAMP SpA's mission is first and foremost Customer Service so as:

- to solve any problems presented to us;
- to carry out the Customer's requests in the best way possible;
- to develop special designs.

It is the specific wish of the Management to define and put into practice ongoing improvement strategies that not only allow the market position that the firm has achieved to be consolidated but also the maximum possible levels to be obtained. FOND-STAMP SpA is now a symbol of trust for its Italian and foreign Customers who are looking for manufacturers capable of producing a decisive phase of mould production processes for the automotive industry with models in polystyrene, rough castings and mechanical manufacturing. Each Customer is considered unique due to the individual nature of the product made and for the treatment reserved for him/her.

Strategies

In order to maintain our standards of service to the highest levels, it is necessary to guarantee:

- technological updating;
- continuous staff training and enhancement at all levels;
- the reduction of process variables through the move from fault detection to fault prevention;
- maximum service care in terms of punctuality and rapidity in replying;



- the continuous review and rationalisation of company activities according to the inspirational principles of UNI EN ISO 9001 and the Quality Department's attaining, and maintaining at the highest levels, of the Quality Certification;
- a tireless monitoring of the company's performance through management, organizational and quality audits;
- staff consciousness regarding their company's performance through corporate opportunities for the communication of the main indicators considered (respecting production and quality parameters).

Commitment

Reaching the aims that the company has set itself requires the setting up and maintaining of the following tools:

- Improvement Planning, that is, defining the aims to be reached and the operations to be carried out for each of the main company services;
- The fine tuning, where possible, of “indicators” to measure improvement. In particular the PRE and GQ, within the area of the management review, will define the goals to be reached within the set timeframe and the consequent improvement plans. Indicators for measuring and monitoring these activities will, where applicable, be set out in the documents.
- The above documents, reviewed annually, will initialise the appropriate directives so as to align them and make them consistent with the company requirements.
- Company staff training in the field of Quality (information, engagement and training);
- a Supplier Assessment System within the framework of promoting the adoption of Quality Guarantee criteria by the main suppliers.