

QUALITY POLICY

DI LODOVICO SRL aims to strengthen its position internationally by tackling market challenges and meeting customer needs more effectively. To do this, the company invests in innovation and development while maintaining high standards of reliability, quality, efficiency, and professionalism.

The company aims to offer a competitive and sustainable service, with particular attention to social responsibility, service excellence, and customer satisfaction. Its activities are based on strict ethical principles, including workplace safety, respect for workers' rights, the promotion of responsible environmental practices, and the implementation of sustainable development strategies in compliance with current regulations.

Through the adoption of a Quality Management System compliant with the international standards UNI EN ISO 9001:2015 and UNI EN 9100:2018, and supported by the guidelines contained in the "Integrated Management System Manual," DI LODOVICO SRL is committed to pursuing the following strategic objectives:

- **Continuous professional development:** investing in targeted staff training with specific programs to enhance skills and maintain high-quality standards, ensuring the constant improvement of performance.
- **Customer satisfaction:** raising the level of customer satisfaction by providing high-quality services, guaranteeing timely, accurate, and effective responses to requests.
- **Continuous improvement:** adopting a continuous improvement approach by implementing corrective and preventive action plans in response to ongoing analysis of efficiency, productivity, defect rates, waste, delivery delays, complaints, and non-conformities indicators.
- **Optimization of business processes:** improving the planning and execution of business activities by promoting operational efficiency and identifying areas for potential improvement.
- **Logistics and resource management:** streamlining the logistics of production areas to ensure more effective and optimized resource management.
- **Compliance with delivery times:** ensuring compliance with delivery schedules by effectively managing resources and processes to consistently meet customer commitments and deadlines.
- **Controlling production costs:** optimizing resource use without sacrificing quality, thereby ensuring competitive pricing in the market.
- **Ensuring compliance with regulations:** guaranteeing that products and processes adhere to legal requirements, current regulations, and specific customer specifications, while operating with complete transparency.
- **Selecting and qualifying suppliers** in accordance with the company's ethical principles and regulatory standards, ensuring that purchased materials meet the necessary compliance for production processes.
- **Providing advanced technical expertise** and appropriate equipment to support the effectiveness of business operations, ensuring a comprehensive and high-quality service.
- **Implementing a continuous monitoring system** that guarantees regulatory compliance, ongoing improvement of business processes, reduction of non-conformities, and effective risk management, fostering a safe work environment that meets quality standards.

TORTORETO, 13/03/2025

THE MANAGEMENT

DI LODOVICO SRL
Strada Provinciale 8, km. 1 nr. 44
01100 TORTORETO (TE)
Tel. 0851 781401
Fax 0851 781401
E-mail: info@dilodovicosrl.com
SDI: JBURRTW
Pec: dilodovicosrl@pec.it