

Policy and strategic objectives for Quality and Sustainability

According to the standard UNI EN ISO 9001:2015 related to Quality Management, Mecoil Diagnosi Meccaniche Srl has set itself the goal of increasing customer satisfaction and continuously improving its quality standards, both in terms of services level and of professionalism of own operators.

Since 1997, the Management has believed that Quality is a business tool that brings benefits not only in terms of service compliance with requirements, but also in terms of productivity and costs.

For this purpose, the Management:

- ensures the continuous attention and adequacy to the needs of customers' and to the expectations of Civil Society, that are assumed as base to define company objectives and general guidelines
- determines the involvement, commitment and participation of all members of the organization in achieving the objectives for quality, allocating resources and means suitable to the needs
- guarantees the availability of professionalism always adequate to stakeholders' needs and in any case of the reference market
- maintains a high level of technical participation through publications and sector events
- involves its partners and suppliers in joint improvement initiatives
- analyzes the context in which the company is located and periodically assesses risks and opportunities for the company
- respects the expectations of civil society such as sustainability, safety, environment and professional ethics
- establishes a series of checks to keep the entire cycle of activities under control
- periodically reviews the QMS to ensure its adequacy, effectiveness and correct application over time.
- recognizes the Sustainable development as the only possible one, satisfying today's needs without compromising the chance for future generation to satisfy their own needs, promoting the development of collaborative and non-competitive processes, with the objective to build a future founded on Planet, People, economic Prosperity and Principles of Company Governance
- adheres to the indications on Sustainability promoted by United Nations (Sustainable Development Goals) and shared by wider and wider industrial sectors

Strategic goals set by the organization are:

- periodically review the Organisation's Policy to verify its adequacy to the goals that the organization has set itself, above all with reference to the customers' needs
- annually renew the contractual orders for the most important customers
- reduce operational non-conformities (errors, discrepancies, etc.) and management non-compliance (compliance with what is established) and the complaints of stakeholders (customers and stakeholders) through the development of specific training and verification programs
- reduce the costs of failures through deeper attention into the work flow (selection of suppliers and acceptance checks)
- expand Customers portfolio through the participation to sector events and focused marketing actions

- improve market penetration –this is a complex task that considering our business specificity, passes through the potential customers education and training-highlighting the benefits coming from extensive application of failure prevention techniques
- expand operation margin proposing solutions adding value to Customers operations and financial statements
- systematically involve the staff in quality matters.

Management, Dr G. Adriani

