

Quality Policy

For over 60 years De Lama Company is a worldwide leader in designing and manufacturing high quality sterilization and drying plants and in supplying all services related to this activity.

De Lama is structured and certified according to the Quality Management Systems UNI EN ISO 9001:2015 and UNI CEI EN ISO 13485:2016. Thanks to a worldwide commercial partners network it's able to grant and achieve the Customers' satisfaction.

Acting according to the quality requirements means for De Lama to make every effort at every level to improve all company's processes and realize plants responding both to the Customers' restraining requirements and to the mandatory ones, managing and regulating all the carried out design, production, testing and validation activities, together with the satisfaction of the increasing Customers' expectations, even the unvoiced ones.

ALL the people, directly or indirectly involved in quality processes, observe the Customer's specifications and obligations, basing their own actions on **loyalty, competences, honesty and experience**.

The UNI EN ISO 9001:2015 and UNI CEI EN ISO 13485:2016 certifications and implementations allow De Lama to take an international competitive advantage proposing its products and services to new Customers.

The top Management is quite aware all the obtained goals have to be considered as a point of departure on which basing and strengthening all future evolutions, and it things significant to reach the herein listed tasks:

- **maintain the obtained certifications** granting the continuous updating of the QMSs inside the Company in order to use them as useful instruments for the company management
- **implement the QMS's documents** according to ISO 9001:2015
- **satisfy the Customer** facing his operational, functional and installation needs promptly and professionally through a flexible organization at every levels
- **vary Customers on new markets** increasing their number by developing further technical skills of the involved personnel in order to include other activities
- **renew the produce** so to get them more reliable, functional and various and addressed to the Customer's real needs
- **improve the existing working processes** thanks to new technologies in order to ameliorate the products' quality and the manufacturing costs
- **implement the web site and catalogues** giving future Customers updated technical and commercial information
- **increase commercial information** through "social" means (facebook, Instagram, etc.)
- **prepare all stands** for International exhibitions, to the best
- **co-operate with institutional organizations** (working associations, High Schools and Universities) to exchange technical information improving new capacities

Those goals can be achieved using organization selective instruments, such as:

- **quality improvement plans** defining specific activities, responsibilities and times for each established goal
- **innovation in design and manufacturing** through modern and new technologies (SW & equipment)
- **working conditions optimization** observing the environmental rules and the workers' health guidelines in force
- **awareness, involvement and responsibility processes** for each people through meetings and business strategies sharing so that the to be achieved and the achieved targets represent a reason for everybody's satisfaction
- **training process** considering the changeable market requests
- **easy and flexible structure** granting the capacity to suit itself to the changeable demands of the market
- use and develop of **informatic instruments** able to get the management and reporting activities easy obtaining significant information and data to draw from, in order to direct the business choices and decisions

The Management is quite aware of the great effort demanded to all functions to reach the established goals and is although sure no one will fail. It assures its necessary support both in terms of participation and in terms of investment and it engages in analyzing and up-dating yearly this document in order to grant the relevant congruence and suitability in comparison to inside and market needs.

According to ISO 9001:2015 and as to the Organizations's context understanding the top Management established, implemented and documented a "Context analysis" (point 4.1) summarized by the hereunder table:

ORGANIZATION's CONTEXT (4.1)

Context factor		
Context type	Internal	External
Social	Seniority	
Social	Age	
Physical		Logistic element (artificial environment)
Social	School degree	
Physical	Manufacturing equipment conditions	
Physical	Manufacturing area, offices and utilities/equipment state control	
Social	Working places safety	
Social		Compulsory Directives and rules state control
Economic		Reference geografic market / Competition
Economic		Suppliers management

The Organization takes into consideration the interested parties (4.2), as hereunder listed:

- a) property
- b) customers
- c) workers
- d) final users, suppliers, distributors, sellers or other subjects involved in the purchasing chain
- e) regulation and control authority

Then, while planning the QMS the Organization weights all risks and opportunities to face in order to:

- grant the intended results
- increase the desired effects
- prevent the undesired effects
- achieve the intended improvement

The top management yearly review summarizes in a table some considerations originated by the risk of expected events together with a plan on risk limiting actions. The considered risks are about "**business continuity**", i.e. the ones affecting the activity continuity. "**Operational risks**" are limited by the Q M S application while "**strategic risks**" are included in the business plan.

As what above quoted, the Top Management assigns the Quality Manager, Mr. Giovanni Botteri, together with the tasks indicated by the Company's general organization chart, all responsibilities to keep the QS effective and efficient, to suggest the proper corrective actions and any other activity to improve the System, manage the NC and support ALL the personnel for the actuation of the contract terms and of the rules in force, granting the product conformance to the defined features and obtaining the Committee's total satisfaction, too.

The RGQ has the necessary **authority, responsibility and independence** while performing his own tasks. He won't be absolutely opposed by any other inside function, exception made for the Top Management but in case of justified reasons only, and, anyway, for the contract terms and the mandatory rules application.

Quality Policy traceability and actualization modes are detailed in the Organization's Quality Manual and Procedures.

This document is posted on the Company's notice board where everybody can read it and uploaded on its web-site, too.



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 - CEO -
 DE LAMA S.p.A.