

QUALITY POLICY

OUR PHILOSOPHY

The goal we set ourselves is to make Volpato Industrie Spa the “natural choice” in our sector, creating and spreading a new culture inspired by the following values that take into account the context in which we operate and the stakeholders who revolve around our organization (customers, shareholders, personnel, suppliers, entities and institutions).

MISSION

Maximum customer satisfaction is the main purpose of our work and the guiding principle of our company philosophy; we also strive to obtain the satisfaction of the other “stakeholders” that revolve around our organization.

On this purpose

- We respect the environment and promote the quality of life in compliance with current legislation with regard to products and services provided, to the environment, health and safety in the workplace and finally with regard to compliance with ethical principles and values.
- We want to achieve the highest levels of quality appreciated by the customer for what concerns both the product and the services, with a focus on efficiency in every business activity.

This is why

- We strive to be a sensitive, dynamic, responsible and professional company, serving our customers with the goal of meeting their requirements.
- We strive to spread a culture aimed at encouraging and implementing the continuous improvement of our organizational system with the contribution of all interested parties.
- Our organizational system embraces the “plan-do-check-act” philosophy, inspired by: the application and certification of organizational model based on UNI EN ISO9001 the methodologies of “risk management” and on the “risk based thinking” philosophy of ISO9001.



PRINCIPLES

Convinced that personnel represent the most precious resource for Volpato Industrie Spa, we have developed some principles, inspired by the values that support our corporate mission.

Commitment

The commitment made to customers and other interested parties reflects in the assumption to develop values able to involve all the staff, to spread a culture that unites the whole company while respecting the different professionals and business ethics.

Transparency

The spread of common values is encouraged by the principles of fairness, adopted towards the staff, and by the exchange of ideas.
We encourage communication at all company levels and the involvement of personnel in our decisions.

Development

The development of multiple individual skills is the basis for the growth of our potential. We promote constant training and attribute to each one well-defined responsibilities, to make work more challenging.

Creativity and innovation

Creativity and innovation are the norm in the dynamic context, which we work in. We strive for the staff to be stimulated to constantly improve and not afraid of making mistakes, to spread the prerequisites for creativity and the conditions for innovation.

Flexibility

Openness to change distinguishes our mission and our work. We respond promptly to our customers' needs and to market's changes, without being influenced by tradition. This quality policy is widespread in every sector and at all decision-making and operational levels. Periodically, on the occasion of the management system review, this policy will also be reviewed and, if necessary, revised