

In order to guarantee a product/service based on the maximum satisfaction of its Customer, and generally of all the interested parties, the General Management of Lamikos srl defines the following points as the reference principles of its Quality Policy:

Attention focused on the Customer and on the interested parties

Lamikos Srl is committed to understanding the needs of customer and plans its activities to fully meet them. It operates in compliance with the requirements: reference market, the country in which it operates laws and regulations and all the parties involved in its processes.

Process approach

Lamikos identifies the different activities of its organization as process to plan, control and constantly improve and start all its resources for their implementation. Lamikos srl manages its processes identifying the objectives to be pursued and the expected results and defining the responsibilities.

Leadership

Lamikos srl assumes responsibility for the effectiveness of its SGQ, making available the necessary resources and making sure that the planned objectives are compatible with the context and the strategies. Lamikos srl communicates the importance of the SGQ and actively involves all stakeholders.

Risks and opportunities evaluation

Lamikos srl plans its processes with the risk-based thinking (RBT approach) in order to implement the most appropriate actions to evaluate and treat risks associated with the processes. Lamikos srl exploits the identified opportunities, promotes at all levels a sense of proactivity in the management of their risk.

Staff involvement

Lamikos srl is aware that the involvement of staff, together with the active participation of all employees, are a primary strategic element. Lamikos srl promotes the development of internal professional skills in order to provide competent and motivated human resources.

Improvement

Lamikos srl aims to improve the performance of its SGQ. The assessment of risks and opportunities related to company processes, internal and external verification activities and management review are tools put in place to constantly improve. Lamikos srl has chosen as a tool for the persecution of the Quality Policy, a Quality Management System compliant with the UNI EN ISO 9001 ed. 2015.

The following tables shows the parameters that allow to periodically evaluating the trend, in order to analyze and identify innovative solutions aimed at continuous improvement.

N°	Parameter
1	Production Efficiency: Processing time/Time paid
2	Production Efficiency: Molding Time/Processing Time
3	Productivity
4	Revenue
5	PPM Suppliers
6	Supplier Non Conformity Values / Total Value Supplies
7	Absenteeism
8	Blue Collars Evaluation
9	Total Non Conformity
10	Customer Non Conformity
11	Index SQR
12	Customer Satisfaction: new codes/acquisitions
13	Rapair-Scrapping Costs
14	Customer Charges Value

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