



Quality policy

FOR-5.3

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Lu-me S.r.l. considers the continuous improvement of its processes, as well as of the Quality Management System, one of the strategic tools through which to achieve the objectives of its production activity.

The full satisfaction of the customer's needs, obtained through the **conformity of the product, services and the optimization of costs and processes**, is achieved through the creation and maintenance of a management system that operates in compliance with safety and the environment. For Lu-me these are elements for the consolidation of relationships with the customer, and more generally, with all the partners involved in the company activities. In compliance with these principles, **Lu-me S.r.l. promotes all the necessary actions, processes and activities that are oriented towards achieving the following objectives:**

- **Improve the quality of its facilities and services** provided at a level that satisfies the demands and expectations of customers
- Obtain **high standards** in process and system management;
- Timely interventions in order to increasingly **improve safety in the company**, to prevent possible accidents
- **Develop staff motivation** through a continuous training process that can encourage talent, creativity and mutual respect
- Always maintain **the completeness of information** with the Client
- Constant **analysis** of the results data
- Historical and **informalized monitoring** of the surveys
- Continuous **improvement of conditions** in the workplace, reducing use and/or eliminating dangerous substances, differentiating waste disposal, reducing energy waste by using resources efficiently

As part of the company policy, are recognized the following strategic objectives:

- **KNOWLEDGE DEVELOPMENT:** assessing the training needs and skills of each function and human resource, activating and encouraging training activities, ensuring the professional and motivational development of internal staff;
- **INFRASTRUCTURE and SERVICES:** pursue the continuous improvement of the business, adapting the structure and the system to continuous technological innovations to meet the new needs of customers;
- **CUSTOMER SATISFACTION:** involving customers in the management of the service by carefully analyzing the advice, suggestions, requests and complaints;
- **PROFITABILITY:** increasing profitability by improving efficiency at all levels of the organization, without penalizing the quality standard of the services provided;
- **CERTIFICATION:** undertake the commitment to study, update and maintain efficient and effective the Quality Management System in accordance with the ISO 9001 standard.

The Management defines the quality policy and objectives. Regularly checks the efficiency of the System and prepares the actions and resources necessary for its development. It also ensures the implementation of this policy, in the belief that the collaboration of all staff is essential for the success of any initiative.

Lu-me S.r.l. is ISO 9001 certified (Certificate registration number 428845 QM) by the **DQS Italia Certification**.