



LUGLI AMEDEO MECCANICA

PASSIONE E PRECISIONE. DAL 1979.



MANAGEMENT'S OFFICIAL STATEMENT

The Quality policy represents a fundamental component of the company principles for continuous improvement, especially about customer satisfaction, collaboration with suppliers, reduction of non-conformities, involvement and continuous growth of human resources, and environmental sustainability.

The Management promotes Quality culture through the commitment of all those who work in and for the company, plans precise marketing strategies in order to improve its quality standards, guarantees product's safety implementing correct storage and warehousing methods according to specific customer's indications when available, and implements policies to keep under control activities that may impact or be affected by climate change in order to maintain a high level of satisfaction among customers, employees and suppliers who are more and more sensitive to environmental issues.

The Management considers among its key points:

- maintain and constantly improve a certified company Quality System according to UNI EN ISO 9001:2015 and UNI EN 9100:2018 standards and ensure the implementation of any future regulatory revisions
- analyze internal and external factors of company and operational processes that affect the context in which the company operates, in order to determine risks and opportunities, by promoting a risk-based thinking approach and pursuing strategic objectives
- carry out continuous quality improvement activities by defining methods, programs and indicators to optimize production processes
- constantly monitor the degree of Customer Satisfaction and Customer Loyalty in order to improve the external perception of Quality, prevent complaints and meet delivery deadlines, aiming for a high value product and service
- reduce product non-conformity and prevent counterfeiting by implementing internal and supplier controls in every processing stage, in order to avoid defects, minimize rejects, complaints, returns and product conformity problems.
- increase the skills and improve the awareness of its employees by encouraging them to participate and share quality objectives through education, training, supervision and effective communication
- implement policies to ensure that climate change does not negatively affect business continuity.

LAM SRL believes that working in conditions of safety, health and respect for the environment is essential. It is committed to conduct its activities respecting environment and sustainable development.

LAM SRL is committed to keep the workplace efficient and productive through the introduction of rules and procedures aimed at minimizing the risk of fire, injury and exposure to health hazards for all its staff and employees.

Compliance with mandatory requirements arising from national and international laws is a fundamental and unavoidable principle.

MISSION: Flexibility, professional skills, role awareness and customer focus: this is how we turn requests into a pursuit of excellence.

In LAM we make the customer's needs our own and work alongside them, following them in every machining step, to create high-level products in terms of precision, quality and safety.

VISION: Investment in staff training, integration of management software and advanced technology. This is how LAM looks to the future: continuous growth and updates, to meet increasingly demanding needs and to become the ideal partner in the precision components sector.

QUALITY → ORGANISATION + PROFESSIONALITY + SERVICE

Achieving and maintaining the purposes of this Quality Policy requires that everyone is involved and aware of their role and responsibility in achieving the objectives and continuous improvement.

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LAM's MANGAMENT


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