

Company Policy about Quality & Environment

LE.MA S.r.l. aims to compete successfully in the field of trucks and buses spare parts, with a winning offer of products and services. The main points that our company has settled to meet our customers' requirements, are the following:

- * always provide high quality items – where quality is meant as the capacity of products to maintain their integrity during the time, always respecting the mandatory requirements;
- * Increase continuously the range of our items;
- * Ensure and develop constantly our service standard, to improve the level of satisfaction of our customers, through the continuous improvement of assistance before and after the purchase and the creation of new services.

LE.MA S.r.l., consistently with the rising tendency of the market, evaluates the quality provided and the respect of the environment, as strategic and primary fundamentals to reach her goals, as regards internal management and Customer care.

For all these reasons, LE.MA, decides to use its BUSINESS MANAGEMENT SYSTEM, according to the regulation UNI EN ISO 9001:2015 and UNI EN ISO 14001:2015.

Through this Management System, our company has been able to develop:

- * the planning of production process;
- * the analysis of the inside and outside context ;
- * the analysis of the risk ;
- * the proper and careful management of the production processes, always in the respect of the surrounding environment ;
- * the continuous evaluation of the production processes, of the services and of Customer satisfaction, according to the planned target ;
- * the planning and achievement of established targets;
- * the employment of suitable resources ;
- * the clear division of roles, responsibilities and authorities;
- * the definition and the continuous analysis of the quality of our products (in order to respect the law and the Customer's requests);
- * the continuous improvement of the processes through the introduction of technological innovations;

Le.ma management aims to ensure the following unavoidable guarantees:

AS REGARDS THE FINAL CUSTOMER

- * continuous and full satisfaction of the Customer's needs;
- * carry on all procedures in strictly accordance with the law and respecting of the environment;
- * continuous improvement of the effectiveness of Management System;

AS REGARDS THE INTERNAL CUSTOMER

- * to motivate and incentivize the growth of our staff professionalism, functionality and of the management capacity;
- * to increase awareness about the importance of our Business Management System;
- * to improve the standardization and enhancement of the process;
- * to improve the quality our relations with the suppliers;
- * to improve the Management Results, removing all the activities that does not give an additional value;
- * to pursue simplification, clearness and effectiveness of all internal operations, to communicate inside and outside the company as clearly as possible and always adopting the appropriate technologies.

Moreover, the Management puts effort into:

- * the achievement and maintenance of the regulation ISO 9001:2015 e ISO 14001:2015
- * the achievement of the settled goals;
- * the respect of the surrounding environments and the related regulations;
- * defining the organization structure and the role of every member of the staff, providing authority and responsibility to manage clearly all the activities that are involved in the company performance;
- * to make sure that everyone knows the Company Policy, to have it respected and sustained;
- * to build and qualify constantly our employees;
- * to provide resources, means and employees suitable for the activities that need to be carried on;
- * to analyze periodically the effectiveness of the Business Management System.

OUR MANAGEMENT CONSIDERS QUALITY AND THE IMPROVEMENT OF OUR ENVIRONMENTAL-PERFORMANCE A PRIMARY TARGET, ACHIEVABLE THROUGH DEDICATED DILIGENCE AND COMMITMENT OF ALL OUR STAFF.

Management of LE.MA s.r.l.

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Giordano Zauli

