

OUR QUALITY POLICY

Our goal is to make Alluser Industrie s.r.l. the "natural choice" in the sector of integrated security and access control systems (eg: anti-theft Portals), creating and spreading a new culture inspired by the following values that take into account the business context in which we operate and the stakeholders that revolve around our organization (customers, shareholders, personnel, suppliers, communities, bodies and institutions).

MISSION

Customer satisfaction is the main purpose of our work and the guiding principle of our Company Policy; we also strive to obtain the satisfaction of the other "stakeholders" that revolve around our organization.

For this reason:

- ❑ We respect the environment and promote the life quality in compliance with current legislation both for what concerns the products and services provided and for what concerns the environment, health and safety in the workplace, and also for what concerns the respect of the principles and ethical values.
- ❑ We want to achieve the highest levels of quality perceived by the customer both as regards the product and service.

To this purpose:

- ❑ We strive to be a company-sensitive, dynamic, responsible and professional, to serve our customers in order to meet what is required of us.
- ❑ We are open to new ideas and approaches and we are ready to distribute them.
- ❑ We strive to spread in our company 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 the organizational model based on UNI EN ISO9001, the methodologies of "risk management" and the "risk based thinking" philosophy of ISO9001.

PRINCIPLES

Convinced that the staff represents the most valuable asset to our company we have developed some principles, inspired by the values that support our corporate mission.

Commitment

The commitment to customers, external and internal, is reflected in staff development and in achieving their business goals.

The company is committed to developing values capable of involving all staff, to spreading a culture that unites the whole company while respecting the various professionals.

Transparency

The diffusion of common values is encouraged by the principles of equity adopted towards the staff and by the exchange of ideas. We encourage communication at all company levels and the involvement of personnel in the decisions to be made.

Development

The development of multiple individual skills is the basis for the growth of our potential.

We promote constant training and attribute to everyone well-defined responsibilities to make work more stimulating.

Creativity and innovation

Creativity and innovation are the norm in the dynamic context in which we work.

We work to ensure that staff are encouraged to constantly improve and are not afraid of making mistakes, so as to spread the prerequisites for creativity and the conditions for innovation more and more in our organization.

Flexibility

Openness to change characterizes our mission and our work.

We respond promptly to the needs of our customers and to market changes without being influenced by tradition.

This quality policy is widespread in every sector and at all decision-making and operational levels and made available to the various stakeholders.

Periodically, on the occasion of the reviews of the quality management system, this policy is reviewed, together with the corporate objectives and, if necessary, revised.