



F.I.R. Quality Policy

AM_02 Politica
per la qualità



FIR S.r.l., founded in 1985, is specialized in the design, production and sale of wheels and casters for indoor applications. *Quality* is an important component of F.I.R.'s objectives. F.I.R. has built its reputation through years by producing high *quality* wheels and casters. Through collaboration with international clients in recent years, F.I.R. has received an even stronger motivation for a further increase in *quality* standards. To achieve this, F.I.R. has devoted increasing resources for the improvement of the *quality* of its products and service.

FIR S.r.l. management pursues *quality* through the commitment of all the people involved in the company including external collaborators. This requires that these individuals are aware of their role and their responsibility in achieving the company's *quality* objectives along with continuous improvement.



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In order to achieve these objectives, **FIR S.R.L.** has established the following *quality policy*:

1. Quality System

To maintain a certified company *quality system* complying with UNI EN ISO 9001:2015 regulations, and ensure that all the revisions in directions are taken into account.

2. Quality and improvement

To implement the continuous improvement of *quality* by devoting resources and defining methods, programs and indicators for the optimization of production processes.

3. Customer satisfaction

To constantly monitor the level of customer satisfaction and client relationships to enhance *quality*. We aim to sell *quality*, avoiding complaints, meeting delivery deadlines and providing a high value product and service.

4. Supply chain

To check and avoid non-conformities from suppliers through a control system on supplier activity, *quality* of materials and a continuous updating on the *quality policy* pursued by F.I.R.

5. Global quality control

To eliminate the product non-conformities through controls during all phases of production in order to remove any product defects and minimize waste, avoiding complaints, returned goods and problems relating to insufficiently ambitious *quality* levels.

6. Involvement and growth of personnel

To improve expertise and involvement of the company's human resources encouraging participation and sharing the *quality* objectives through education, training, supervision and effective communication.

Quality generates reputation and reliability. At F.I.R., we need all the participants in the value chain to be motivated and committed to ensure that the *quality policy* is understood, fulfilled and developed. Each of us at F.I.R. has the duty, the incentives and the level of corporate involvement to achieve and share these *quality* objectives. The company management promotes and encourages *quality policy* and makes sure that *quality policy* is attained and shared at each level of the organization.

Dr. Paola Rota
CEO

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