

Formenti e Giovenzana S.p.A. – FGV Division - manufacturer of accessories for furniture, in line with its philosophy based on the ability to continuously adapt to the needs of the market and the context in which it operates, has always had the primary objective of ensuring the best quality of service at the right price.

Formenti e Giovenzana S.p.A. – FGV Division - is oriented and structured in order to anticipate and satisfy customer needs by developing products that guarantee high performance, high quality, safety and ease of use.

The Management, supported by the work of an organized structure, following the requirements specified by the ISO 9001 standard, implements rules, procedures and work methods suitable for achieving results.

The Quality Policy evolves dynamically over time in order to:

- Increase customer satisfaction levels and prepare to meet their future expectations through continuous improvement of products, services, business processes and resource flexibility in order to ensure the constant availability of products with the quality levels required by their Customers.
- Analyze market trends and changes in the context of action to assess and manage risks and related opportunities.
- Improving the working conditions of direct and indirect employees in compliance with the principles of the Code of Ethics and all applicable rules and collective agreements.
- Preventing offenses in the field of corruption, respect for intellectual property rights, environment, energy, health and safety in the workplace.
- Consciously manage environmental resources and encourage the adoption of solutions aimed at reducing the environmental impact for the benefit of present and future generations.
- Encourage the growth of managerial skills and technical knowledge of all staff to better respond to market demands and expectations for the future.
- Invest in product and process innovation, in the adoption of new processes and technologies as elements to support growth and maintain company competitiveness.
- Recognizing to suppliers a key role in the corporate growth process and encouraging them to adopt and comply with quality and sustainability policies.
- Promote collaboration between companies of the FGV Group, in order to identify common strategies aimed at creating new added value.
- Ensure the absence of discriminatory policies against any employee.

General Management is oriented towards the continuous improvement of its Quality Management System according to the context in which it operates and customer expectations through an approach based on the assessment of risks and opportunities, to ensure its suitability, adequacy and the effectiveness.

30/10/2020

CEO

