

Quality Policy

URFOG is a leading company in the world of design, production and distribution of anti-intrusion fogging systems.

This position has been achieved over years of product development, working in a quality system that the company now needs to document to receive the certification.

The goal is the drafting of a realistic and easily assimilable quality policy, requiring participation at all company levels and not delegating the task exclusively to senior management and intermediate levels. The short/medium-term aim is to maintain the leadership position in the reference markets for:

- knowing the needs and requirements of our customers through the care of direct communication with them
- understanding how our market sector develops and always be at the forefront
- being those who bring innovation to our market: we have never liked to "copy" because those who copy always come second, indeed last
- constantly remembering that the success of our customers runs parallel to ours

To obtain these results you must of course:

- bring the principle of continuous improvement into our corporate culture, applying it daily on a personal and team level
- be convinced that our first and irreplaceable resource is made up of people, with their skills and experiences, with the experience of the elderly and the enthusiasm of the youngest, with their creativity and with the desire to be a team. For our success, we believe it is essential that those who work with us are proud of what they do and why they do it.
- remember that we have the necessary potential to fill some of the gaps that the market presents and try to impose ourselves as a point of reference for our customers
- consider our suppliers as partners, rather than simple suppliers of work and materials, to share with them (rather than impose) our needs and expectations, indeed the expectations of our customers since we bring the latter in our extended team

The planning of daily activities is essential to realize the good intentions, each sector for its own skills:

Commercial: deepen in the offer/first contact phase the specific needs of each customer to advise him at best, guiding him within our wide range of products and/or proposing specific customizations for special quality and precision needs.

Productive/Organizational: improve our planning system to reduce delivery times drastically, thanks to the new vision of lean production that we are successfully implementing.

Design: identify the most innovative solutions suitable to achieve the planned cost and productivity objectives.

Marketing: effectively communicate the results achieved in recent years and promote new products and technological developments, focusing on the leadership position achieved by the company.

Visibility to the quality policy is given by reporting the document in electronic format on the website or on request by e-mail and in paper format on the company bulletin board.

Further details on the plans will be detailed periodically in the management reviews.