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SILUSI considers quality a strategic and fundamental element for its business and believes that the application of the Quality Management System and its certification are an effective tool for achieving the organization's objectives. The main purpose of SILUSI is to ensure the customer the full satisfaction of their requests and to provide constant quality over time for packaged products and services (deliveries etc.).

The application of the Quality Management System also allows SILUSI to ensure its customers and certification institutions about its ability to provide products that meet the applicable mandatory requirements.

The CEO (Management) believes that, thanks to the constant monitoring of business processes, continuous improvements can be made to be:


- Able to identify the strengths to consolidate and the most critical areas that require more attention.
- Oriented to involve the more the company personnel.
- Based on the documentation of the procedures in order to standardize the operational phases over time and therefore define precisely roles and responsibilities.
- Treat the risk throughout the business context in order to emphasize the importance of evaluating and analyzing it on an ongoing basis.
- Always oriented to research and development of new technologies, applied to the production of clothing, to be always competitive and updated.

The pursuit of quality objectives must help to create a company that can always meet, in terms of work organization, production processes, product and service, the expectations of customers, employees and company ownership.

Looking to the continuous improvement and the pursuit of quality objectives, the CEO considers to be very important to analyze the possible risks of the entire business context.

However, it will be the task of the Management to indicate other objectives that have to be achieved during the year, even following the Coronavirus pandemic event, which is creating numerous inconveniences and delivery delays in particular in our textile sector.

Risk assessment and analysis are in fact useful helps that allow the company to consciously face risks and opportunities to achieve its objectives, especially when the daily work hardly meets the budget.

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SILUSI is a company that for several years has been experiencing a development phase relating to both management and operational aspects.

It is the belief of the SILUSI CEO (Management) that, together with other company policies, the QMS and its certification in compliance with the **UNI EN ISO 9001: 2015** standard allow the optimization of results, the increase of efficiency and competitiveness of Silusi, the reduction of organization costs and a higher qualification of the company.

We consider an advantage to get the certification of the Quality Management System basing our new organizational structure on the management model defined by the **UNI EN ISO 9001: 2015** standard for the following reasons:

**for internal organization:**

it is possible to continue a written working methodology that can therefore be applied uniformly over time and by different people, which gives a precise definition of roles and responsibilities in order to make the staff more involved and warned of the importance of the their duties, to achieve corporate objectives;

the subdivision of the activities into processes allows us to have a broader and more depth visibility and to identify the strengths to consolidate and the most critical areas that require greater attention and improvement.

**to provide external guarantees:**

we believe that the recognition of the conformity of the Management System through Certification is a fundamental step to guarantee customers a process of continuous improvement regarding our ability to satisfy them and provide quality products and services over time because they are the result of a process that is continuously monitored and that looks always to the research and development of new technologies applied to the production. Furthermore, with regard to new potential customers, in particular foreigners or public institutions, having a certified Quality System it is a necessary requirement to be able to collaborate.

SILUSI CEO undertakes strongly to maintain the requirements of **UNI EN ISO 9001: 2015**. Therefore, he declares its will, involving the action of the staff, to concretely implement initiatives aimed at achieving following objectives:



- The complete and timely fulfillment of customer requests, also in terms of service;
- The compliance with the requirements of the Company Management System for quality, the maintenance of compliance and UNI EN ISO 9001: 2015 certification;
- The continuous monitoring not only of production but also of management processes, aimed at pursuing the highest quality and efficiency objectives expressed through several indicators;
- Carrying out company activities in compliance with environmental regulations and workers' safety conditions.

The CEO therefore expresses its commitment to intervene on the components of the SILUSI Quality Management System through:

- An adequate economic and financial support;
- Systematic and documented reviews carried out at least once a year and on the occasion of significant changes in the objectives of the QMS;
- The involvement and communication within its own structure, in particular with regard to communication and understanding of the Policy and objectives;
- The growth of business skills through adequate education and training;
- The updating of equipment, infrastructures in the workplace, methodologies and procedures adopted;
- Periodic controls and monitoring of the Quality Management System.
- Giving importance of training, education and competence, since the actions of the staff can also indirectly affect the final product.
- Giving importance on risk assessment and analyzing it on an ongoing basis.
- Adapt the computer system and modeling by expanding them with the introduction of new equipment and refresher courses.

The CEO, as the representative of all the members of SILUSI, believes that an effective QMS is created by the constant commitment of all the staff towards the continuous improvement of all production and management activities.