

To ensure the quality of its products, alongside an active commitment to this goal, FIMAR Srl has, in observance of applicable regulations for this sector, structured its production operations to comply with the standard ISO 9001 relative to the scope “Design and production of structures and accessories for telecommunications systems”.

Our policy

The quality policy pursued by FIMAR Srl is founded on the principle that developing and implementing a Quality Management System conformant with the standard UNI EN ISO 9001:2015 is a crucial factor for excellence and competitiveness.

The policy of FIMAR Srl, regarding not merely quality but its overall strategic approach to everything it does, is to consolidate the commitment to superlative quality that has distinguished its products in recent years. This means that the company is as dedicated as always to maintaining the outstanding levels of customer satisfaction attained so far.

In keeping with these objectives, the management of FIMAR Srl has defined the following fundamental guidelines:

- allocate the financial resources, personnel and tools necessary for the establishment and implementation of the Quality Management System, and to continuously monitor this system and periodically evaluate its performance by assessing the attainment of the targets set for the processes subject to control;
- work diligently to meet the requests and expectations of the customer, comply with the requirements of applicable standards and regulations, and ensure that the company continues to improve the satisfaction of its customers and all parties involved;
- actively pursue quality as a goal in every stage in the process, involving every employee in attaining the targets set;
- implement a responsible management model that is aware of the importance of sustainability and protecting the environment.

Our commitments

To achieve these goals, the management organisation of the company is committed to:

- monitoring and analysing changes in the scenario that the company operates in to identify risks and take advantage of the opportunities these risks pose to improve the beneficial effects of its actions and prevent or minimise the possibility of undesirable effects;
- acknowledging the responsibility and pivotal role of top management in implementing and integrating this policy in its business strategies in order to attain the goals set, ensuring the availability of the information and resources necessary to attain them, and promoting cooperation between the different units of the company;
- improving the working conditions of its employees and identifying and implementing effective measures to prevent occupational accidents and illness;
- provide personnel with the necessary training and the freedom to work under their own responsibility;
- provide personnel with the necessary information and training on the health and safety measures to be put into effect;
- put concrete actions into place to mitigate climate change, founded on an awareness of its central role in this issue;
- promote dialogue between all parties involved to establish shared values.

Our goals

In accordance with its quality policy and strategies, FIMAR Srl pursues the following priority objectives, which are defined in terms of clearly identified and measurable parameters:

- reduce returns/complaints and effectively monitor customer satisfaction;
- nurture the professional growth and improve the technical skill sets of its workforce;
- improve the products offered;
- evaluate and manage risks and opportunities;
- deliver adequate training;
- reduce the impact of all activities with environmental effects on climate change.

Management is directly and actively involved in the fulfilment of the commitments defined in this policy, ensuring and periodically verifying that the policy itself is effectively put into action, reassessed and revised when necessary, and distributed to all personnel and stakeholders.

Management