



## **CORPORATE POLICY**



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of 30/01/2018

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### 1. General information

LMI is a leader in the formulation and production of chemicals for industrial applications.

The Chemical Division and Technology Division are born from thirty years of experience and leveraging on proven knowledge of production cycles.

The Chemical Division has over 3000 formulations designed and developed to meet the needs of our customers.

The Technology Division, on a highly qualified engineering staff, designs and manufactures systems for the application of lubricants and degreasers.

In order to ensure the correct management of a Quality System and the application of this Policy, the General Top Management requests the collaboration of all the Company Personnel, to whom it undertakes in order to provide it with the information necessary to understand the importance of the own role within the System.

The Quality Policy pursued by LMI s.r.l. is explained in the below items:

#### ➤ RELATIONS WITH CUSTOMERS

As part of the relationships that LMI s.r.l. entertains with its customers, essential requirements are:

- Correctly perceiving the Customer's requests and needs and translating them into Quality products and services that concretize and exceed Customer's expectations;
- Showing the greatest possible flexibility with respect to the Customer's needs;
- Maintaining clear relationships with Customers in order to prevent any complaints from them;
- Respecting the times of implementation of the products and services offered;
- Evaluating the degree of Customer satisfaction;
- Evaluating the process/product criticalities detected by Customers through the study of the causes of the complaints submitted by them.

#### ➤ RELATIONSHIPS WITH SUPPLIERS

With regard to the Company's relations with its Suppliers, it is considered desirable to:

- Carry out an accurate analysis aimed at selecting reliable Suppliers with whom to undertake lasting relationships;
- Make the Suppliers themselves part of the Quality Policy pursued by the Company, in order to integrate them as collaborators;
- Involve Suppliers in business improvement plans and in the exchange of know-how.

Furthermore, for external processing Suppliers, LMI s.r.l. considers the following as essential:

- Their involvement from the planning stages of the system, in order to seek the sharing of objectives and methods;
- Providing methods to guarantee a control more and more responsive to the Customer specifications.

#### ➤ INTERNAL ORGANIZATION

In order to optimize the internal organization, the General Top Management of LMI s.r.l. considers the following as essential:

- providing all its Employees with the practical and theoretical tools that enable them to contribute to the achievement of the corporate goals;
- involving and integrating all the corporate resources in optimizing activities and improving services according to the Customer expectations;
- identifying and investigating quality critical areas;
- implementing Corrective Actions and improvement actions;
- aim for continuous improvement.

The objective of the Company is to ensure that all activities are developed efficiently and economically by activating a corporate management system based on the following essential principles:

1. Pursuing a corporate policy based on continuous improvement and innovation of its products
2. Strengthening the Italian and foreign sales network in order to seek new customers, capillaryising our brand and increasing turnover, especially for the Chemical Division



## CORPORATE POLICY

of 30/01/2018

3. Strengthening the relationship between our Company's quality management and core business
4. Constant determination in the research and elimination of non-conformities from Customer complaint in the belief that a defect can lead not only to a corrective action (and related costs), but also to possible actions for liability for damage and loss of image.
5. Pursuit of a constant search for new Suppliers, both in terms of raw materials and packaging.
6. Diffusion, within and outside the Company, of the culture of quality
7. Compliance with all legal requirements relating to business and the product, especially with regard to environmental protection and safety at the workplace
8. Committing own human and material resources in order to continuously improve their performance.

In order to ensure that the performance of all activities complies with the defined quality policy and meets the goals set, the General Top Management has appointed the RSGQ with the task of formalizing the corporate Quality System and monitoring the application of what has been established in terms of effectiveness and efficiency.

The Top Management nevertheless points out that the achievement of the objectives defined above is a responsibility of its own and of all its Staff and it is the prerogative of everyone that the Quality System is actively managed and continuously improved by motivated, responsible and professionally trained people.

The General Top Management undertakes to take an active role in promoting and guiding all the activities having an influence on Quality, through the dissemination, at all levels, of the Policy set out herein and the periodic check of its degree of suitability.

Mezzano Inferiore, 30.01.2018

The Top Management