



Quality Policy

Giovanardi S.p.A. has, as primary goal, the Customer satisfaction.

For this purpose, Giovanardi builds a close collaboration with the customer to acquire its universe of values and also undertakes in a constant technological research of process and product. This is accompanied by the irreplaceable manual skill and ability of its human resources, who with their experience and flexibility make every job special and effective. Everyday.

Giovanardi S.p.A. has always been able to identify and implement those investments and internal transformations that have allowed it to offer its customers a high capacity of proposal of product requirements.

For this and to ensure that Giovanardi S.p.A. can continue its growth path, the Management is committed to:

- Knowing the needs and requirements of our customers through the care of direct communication with them;
- Understanding how our market sector is developing and always being at the forefront;
- Be the one who brings innovation to our market;
- Activate a process of continuous improvement of the service rendered to the customer through constructive and continuous action by all Giovanardi S.p.A. collaborators;
- Constantly remembering that our customers' success runs parallel to ours;
- Respect all legislative requirements applicable to company activities;
- Carry out business activities in an ethical manner.

To get there, we are aware that we should:

- Bring together in our corporate culture the principle of continuous improvement, applying it day after day;



- Be convinced that our first and irreplaceable resource is people, with their skills and experiences; with the experience of the elderly and the enthusiasm of the younger ones, with their creativity and the desire to be a team;
- Remember to have the potential necessary to fill some gaps that the market presents and try to impose ourselves as a point of reference for our customers;
- To consider our Suppliers as partners, rather than mere suppliers of work performance and materials, in order to share with them (rather than impose) our needs and expectations, indeed the expectations of our Customers