

CIAM S.p.A., a company that designs and manufactures semi-finished products and furniture for bars, pastry shops, ice cream parlors and interior design, intends to always provide its customers with high quality products on time, in accordance with the contractual technical requirements, performed under conditions of maximum safety, by highly professional staff, in line with the expectations of the markets and in compliance with the mandatory regulations. This means guarantees on compliance with legal requirements and all accident prevention regulations, compliance with current labor regulations, protection of the health of operators and the environment, and compliance with all requirements related to health safety due to the Covid-19 epidemic, through safety protocols in accordance with current legislation.

Of course, in an increasingly competitive market CIAM wants to distinguish itself from the competition by focusing essentially on product Quality and Versatility and delivery time.

In fact, projects are completely customized, each standard product can be modified and adapted (in compliance with quality and regulatory standards) to the particular needs of interior designers. This feature puts us in a high position in the target market.

Ciam, which distributes its products worldwide mainly through professional distributors and importers, is therefore committed to maintaining high levels of quality, safety, sustainability and social responsibility throughout the distribution, service and supply chain.

In addition to this important aspect, we can also boast a very wide range of products, most of which have also obtained ETL certification for the North American market.

The *Mission* of Ciam Spa is to consolidate itself more and more in both the Italian and foreign markets, thanks also to a network of distributors in the United States, Europe and the Middle East.

Management is fully aware of the growing market requirements in terms of the Quality of the product/service provided to Customers and for that purpose sets Customer Satisfaction as the objective of its Quality Policy. In fact, the pursuit of Customer Satisfaction in accordance with service specifications, reference standards (UNI EN ISO 9001), current legislation and professional ethics is the preliminary and determining condition for consolidating or gaining a leading position in the market.

Quality and Social Responsibility must refer to the behavior of the people working in the company, it must result in a quest for the improvement of one's own behavior and the business system of which one is a part.

Commitment to meeting Customer needs and comparison with competitors in the market is a prerequisite for continuous improvement of the effectiveness of the Quality Management System.

The ISO 9001 certified organization since 2005 intends to pursue the following strategies:

- ✓ provide products/services on a regular basis that always meet the contractual requirements, needs and expectations of Customers;
- ✓ determine and monitor factors internal and external to the Organization, relevant to its strategic goals and directions, that affect its ability to achieve its expected results and to meet mandatory and applicable requirements;
- ✓ determine quality objectives that are compatible with their context;
- ✓ promote active participation of Top Management, which guides, supports and empowers internal personnel or those working on behalf of the Company, making them aware of the arguments concerning the satisfaction of requirements imposed by Customers and the effectiveness of the Management System;
- ✓ aim for excellence in the services provided;

- ✓ control and monitor the quality of its own services and those of suppliers, planning actions to cope with risks and opportunities;
- ✓ Provide adequate human and technical resources (machinery, equipment, technology and infrastructure) for the improvement of products and the effectiveness of the Management System;
- ✓ monitor and improve effectiveness and efficiency of services to achieve set standards and objectives;
- ✓ conduct systematic reviews in order to verify the effectiveness of the Management System to adjust its requirements and characteristics to changing internal and external conditions;
- ✓ ensure that this policy is appropriate to the corporate mission and the nature of the services provided by disseminating and promoting it within the organization through appropriate methods of awareness and motivation that make the objectives shared;
- ✓ ongoing measurement of the services provided and systematic verification of compliance with contractual terms, mandatory requirements, and internally defined economic and financial targets;
- ✓ the maintenance of a dynamic organizational structure that empowers, involves, and motivates all staff;
- ✓ suppliers appropriate to the quality characteristics of the product/service and acting in compliance with applicable quality, safety, health, labor and environmental rules and regulations;
- ✓ continuing professional training;
- ✓ the computerization of operational and management processes;
- ✓ the periodic review of processes, results obtained, and procedures followed;
- ✓ the analysis and prompt management of nonconformities;
- ✓ compliance with mandatory requirements;
- ✓ the adoption of corrective actions based on complaint analysis and targets aimed at exceeding customer expectations based on indications obtained from periodic customer satisfaction surveys.

The goal of CIAM, is increasingly to make all its staff perceive Quality as an **ethical aspect of the company**, and this vision is translated day after day into a process of dissemination and sharing of ideas and expectations, to the point of translating this vision into a true **Corporate Philosophy** involving the Company as a whole. To this end, the Management is daily committed to:

- Verify that the enunciated Policy is disseminated at all levels, supported by managers, and properly implemented;
- To urge the proper application of the company's quality system and the commitment of all personnel, who are responsible for the quality of the results of their work, to the fulfillment of legislative requirements and the satisfaction of needs reported to institutional, supervisory and accreditation body authorities.
- Comply with the provisions of the relevant standards (UNI EN ISO 9001:2015).
- Provide adequate resources to ensure the continuous improvement of the company's quality system by delegating the Quality Manager to monitor about its continuous adequacy and implementation.
- Periodically review the company's quality system.