



**Mattiazzi,  
Italy**

policy of the quality  
and environment  
management system

# **the mission of Mattiazzi Srl is mainly focused on the production of high quality wooden furniture items.**

One of the most important objectives of Mattiazzi Srl is to guarantee the growth of the Company by trying to reach the complete customer satisfaction in terms of quality, by offering products of sophisticated design and high quality materials, reliability and efficiency of the manufactured product and of the provided service, and to manage the company in a long—term view, taking the approach of the reduction of negative environmental impacts and promoting environmental protection and pollution prevention.

Mattiazzi Srl chooses to apply within the company a process approach, identifying the different activities of the organization as processes to plan, monitor and constantly improve and activate the resources for their implementation.

- **Mattiazzi Srl manages its processes to be univocal;**
- **the objectives to be pursued and the expected results;**
- **the related responsibilities and the resources used.**

The leadership of Mattiazzi Srl assumes responsibility for the effectiveness of its Integrated Quality—Environment Management System, making available all the necessary resources and ensuring that the planned objectives are in line with the context and the strategic directions of the organization.

Moreover, it communicates the importance of the Integrated Quality—Environment Management System and it actively involves all the interested parties, coordinating and supporting them.

## **Moreover, the Company established the following practical objectives**

- minimize the complaints received and the reprocessings, by recording these events and analysing the causes;
- continuous and qualified training of all employees, in order to increase their knowledge, to improve service performances and customer satisfaction;
- continuous and qualified training of all employees, in order to minimize negative environmental impacts and to sensitize them towards importance of the contribution of each to reach quality and environmental objectives;
- respect of the expected processing times and of the guaranteed quality standards;
- increase of the quality standards of the processes and guarantee their complete compliance with the customers' requests;

- selection of product and service suppliers based on environmental requirements defined by the Company; regarding the wood suppliers, Mattiazzi Srl mainly directs to FSC certified companies (FSC certification is an international certification, independent and third party, it is specific for the forest sector and forest derived products — in wood or not) and / or PEFC (certification attesting that forest management forms meet specific sustainability requirements);
- selection of packaging made of materials with low environmental impact; in particular, Mattiazzi Srl uses mainly paper and carboards, which are recyclable materials.
- choice of renewable energy sources: Mattiazzi Srl fully covers its energy needs using energy coming from its photovoltaic system;
- constant monitoring of environmental impacts;
- choice of innovative technologies for pollution prevention;
- continuous control and respect of the applicable regulations about environmental aspects.

**The concepts that Mattiazzi Srl believes should be implemented with concrete actions, to achieve these objectives and continuous improvement of its performance, are**

- the quality and effectiveness of provided services are the primary factors leading to customer satisfaction and trust, and essential strategic elements to support Company's efficiency, image and market presence;
- the competitiveness is given by the high quality product, that is guaranteed by careful selection of wood, which has technical and aesthetic characteristics adequate for the subsequent processing, by the research of sophisticated and modern design and by application of special processing techniques, that combine the particularity of a hand made product to the efficiency of an industrial production.
- the quality of work in all areas of the company reduces waste, encourages the internal communication, reduces the possibility of mistakes and helps to create a work environment characterized by the satisfaction of the staff;
- pollution prevention and resources protection are criteria according to which activities and processes planning is made;
- the contribution of the whole Company staff is significant to achieve the quality and environmental objectives.

**The guidelines for the management of business activities are**

- the needs and expectations of the customer / market must be properly identified, recorded, understood and communicated within the Company, at every level, and they must be intended as a guideline to improve the performances of the staff;
- customer satisfaction also results from the respect of the given delivery times: it is important to plan the production properly, at every stage, even taking into account the needs of third companies that take part to the production process, and it is essential that each function respects the assigned delivery time;
- it is important to take care to existing relationships with customers, through the maintenance of guaranteed quality standards and the evidence of their continuous improvement;

- the competitiveness is given by the constant attention to the market needs, to the trends in the furniture market, to new materials and technological innovations and to emerging figures in the furniture design at international level;
- customer satisfaction comes from the performance level of each function and each component of the Company, their integration and from the commitment of the employees to a continuous improvement, not only of the quality standards but also of the production flexibility and response times;
- with his experience, the company staff is the essential factor to reach the level of competitiveness and profitability required to ensure the growth and a long life to the Company; therefore the continuing education and training of all people working is a commitment for all;
- when environmental objectives are identified, the technological innovations offered by the market have to be considered as an opportunity to meet them;
- to maintain the presence on the national and international market the visibility is very important. Therefore, efforts in commercial activity, advertising, presentation of the brand to the public are significant. Mattiazzi Srl plans its processes with a risk—based thinking approach (RBT) in order to implement the most appropriate actions to assess and treat risks associated with the processes and to exploit and reinforce the identified opportunities;
- promotes at all levels an adequate sense of proactivity in the management of its risks

Mattiazzi Srl is aware that the involvement of staff and all stakeholders, together with the active participation of all employees, are a primary strategic element. It promotes the development of internal professional skills and the careful selection of external collaborations in order to provide competent and motivated human resources.

The permanent objective of improving the performance of its Integrated Quality—Environment Management System is a permanent objective.

The preliminary assessment of risks and opportunities related to company processes, internal and external verification activities and management review are the tools that the organization implements to constantly improve. Customer satisfaction is achieved with a constant desire for improvement and professional preparation.

Mattiazzi Srl must be recognized by customers as a highly professional, flexible company, aimed at customer's satisfaction and loyalty. The primary task is that the Customer recognizes this commitment that must be pursued, in strict compliance with the regulations in force, in every activity.

The Organization has chosen an Integrated Quality—Environment Management System compliant with the UNI EN ISO 9001 and UNI EN ISO 14001 standards as instrument for the policy pursuit.

**In particular, the fundamental ones on which the company bases itself are**

- customer focusing
- leadership
- active participation of people
- process approach
- improvement
- evidence—based decision—making process
- relationship management
- products life cycle

This policy is publicized with the personal commitment of the Company leadership and its staff, through regular business meetings, meetings with employees on specific issues related to quality and environment system and its application (planned by internal or external staff), individual or general written business communications.

This policy is also made public through the publication on the Company's website.

This policy can be revised on the occasion of the Management Review or when changes and modifications at strategic objectives, activities and environmental aspects occur. Customer satisfaction, competitiveness, profitability and growth of Mattiazzi Srl, and the continuous improvement of pollution prevention performances, are logical consequences of the application of policies, guidelines and behaviours expressed, promoted, distributed and supported by the Company leadership.

the Company

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