



**The goal that our Company aspires to achieve is to solidify Filippi brand among racing rowing boats used by the most of International Federation Teams during World Rowing Championships.**

Filippi Lido S.r.l. states, in order to reach this, to pursue ongoing improvements of its goods, services and customer satisfaction by applying the following rules:

1. A Quality Management System in compliance with UNI EN ISO 9001:2015's standard, built upon the current needs of our structure but dynamical and flexible at the same time, in order to face company continuous growth;
2. The strengthening of the nowadays' organization in terms of dimension and volume, to insure appropriate profit margins.
3. A remarkable attendance of our staff on main regatta venue, with the reach of granting the correct brand-identity and assistance service to our boats.
4. A research and development able to discover innovative solutions which improve shell hydrodynamics and aerodynamics, in co-working with the most important research institutes.
5. The selection of a solid supplier chain, willing to cooperate with our R&D Dept.
6. An inner productive system for shell building provided with up-to-date machineries, but flexible and able to ensure hand-crafted quality for each boat as well.
7. The certainty based on the self-controlled quality granted by each of our workers, who have been previously trained about their competences. Furthermore, a careful and ongoing respect for the laws concerning the goods crafted, the environment and the occupational safety.
8. A control system of business process and customer satisfaction as mean to get a continuous check-up of company trend, in reference to the planned improvement goals and previously fixed economic results.

The Management