



QUALITY POLICY

2020

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.

01.01.2020

The Management