

QUALITY POLICY

Maroil s.r.l. identifies customer satisfaction as the main objective of its organization, through which achieving constant growth, ensuring adequate levels of profitability and financial stability, and strengthening its presence on the market.

Maroil srl identifies a quality management system compliant with UNI EN ISO 9001: 2015 as the main tool for achieving this goal.

To achieve the goal of customer satisfaction, MAROIL intends to:

- propose products and services of high quality and reliability and with high technological content;
- make customer communication with the company as direct and easy as possible, in order to create a relationship of mutual cooperation and trust;
- make your brand immediately recognizable and strong, through the definition of clear and unambiguous commercial and marketing policies, and through the selection, training and support of its agents;
- constantly monitor the market, in order to identify new opportunities and respond quickly and effectively to customer requests;
- create stable collaborative relationships with their suppliers, based on mutual trust and reliability;
- encourage the creation of a healthy, open, collaborative and rewarding environment within the company, as well as safe for the operators, capable of enabling them to express the passion for their work
- constantly monitor and improve its processes and performance;
- plan investments that are functional to each of the points identified above and that allow to improve the quality of work, the safety of operators and the quality of the service provided to the customer
- invest in ideas and technologies for innovation and to ensure superior customer value

In order to concretize the elements identified above, the Management:

- recognizes and endorses the need to analyse the reference market, the new opportunities and the entire perimeter, internal and external, which defines the context in which the company operates, with particular attention to stakeholders relevant to the company activities and risks and opportunities that may arise;
- promotes awareness of the importance of each person who collaborates with MAROIL to achieve the goal of customer satisfaction, within their duties;
- promotes and guarantees compliance with the applicable mandatory requirements;
- aims at the evolution and continuous improvement of the company QMS;
- makes the policy available to customers and stakeholders and promotes their understanding.

MAROIL S.R.L. - BARDAHL ITALIA

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