

Quality Policy

SEMAR has the main objective of representing a qualified point of reference for its customers as a supplier of components and mechanical units. It manufactures and sells quality tool holders with its own brand and with private label too for machine tools for wood, glass, marble, aluminum and composite materials.

Semar pursues this primary objective through a quality management system in accordance with UNI EN ISO 9001: 2015 Standard, able to warranty the conformity of the product / service referred to the customer demands.

The quality management system of the company has the following intents :

- providing products and services that satisfy the customer requests through an effective application of the quality management system;
- identifying the way to increase customer satisfaction not only for the needs expressed but also for the implicit ones and this is through:
 - respect for delivery times
 - product conformity
 - be proactive with customers to optimize the production process
- All the company processes are constantly monitored and improvement projects are continuously study and defined
- Setting a lean but effective documentation of SGQ
- to adapt and innovate company resources and spaces in order to meet all complex needs including the technological improvement of the production process

The top management of the Organization prepares a "Quality improvement plan" and carries out periodic review of the Risk Assessment/Opportunity document, where they define measurable and quantifiable objectives following general principles defined by the Quality Policy.

Through the Review of the Quality Management System, the Management verifies the achievement of the objectives, plans those of the future and reviews this policy to enable its suitability.

The policy is brought to the attention of all internal and external interested parts who impact on the Semar organization through publication on the company website.