

QUALITY POLICY

LIGHT PROGRESS SRL provides UV-C disinfection systems that fit a wide variety of uses to meet every need of our customers.

Our mission is to dedicate ourselves at all times to excellence by providing a serene, professional working environment focused on the growth of each person working for us. We aim for zero defects and 100% customer satisfaction.

We are committed to continuous improvement as the sole resource that will guarantee us a large customer base in the future. We pursue this through active participation of our employees, clear and honest communication internally and externally, and maximum focus on customer needs.

LIGHT PROGRESS SRL is committed to meeting customer needs by:

- Ensuring full understanding of the requirements;
- Designing according to these requirements;
- Fulfilling requirements during production;
- Controlling processes with tools and techniques that enable LIGHT PROGRESS and its suppliers to improve the management system and ensure steady and sustainable growth over time.

We are also committed to conserving natural resources through recycling and the use of recycled materials. We demand the same commitment from our suppliers. The entire company is dedicated to achieving the following objectives:


- Compliance with all national and applicable laws;
- Steady decrease in work process inefficiency;
- Continuous improvement of services, resulting in reduced customer complaints;
- Constant determination in the search for and elimination of nonconformities and their causes;
- Continuous improvement of corporate image.

To ensure this Policy is understood, implemented, and supported at all levels of the company and by all employees, management has implemented the following initiatives:

- Implementation of a UNI EN ISO 9001-2015 compliant Quality Management System with the primary objective of continuously improving its performance;
- Displaying a copy of this Policy for all staff to see;
- Providing ongoing training and staff awareness regarding staff involvement and organization. It is a priority policy to follow up and improve by holding various workers accountable and giving them precise tasks in individual departments;
- Continuous monitoring of suppliers to ensure supplies comply with specified procurement requirements;
- Developing new marketing strategies and new products;
- Protecting the environment in every case, regarding waste management, emissions, water discharges, fire management, and safety;
- Periodic monitoring of the activated system through suitable and appropriate tools with the establishment of detailed and measurable objectives through the issuance of an annual Improvement Plan.

Additionally, our Quality System is used to elevate the quality of our products, reduce errors and waste, and make our organization a better place to work.

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