



Quality Policy

Vision

**Increase market shares honestly and sustainably for
the benefit of all stakeholders involved**

Mission

**Supply the market with products of a high hygienic
and functional profile**

Values

**Passion
Innovation
Responses**



To achieve these objectives, **LUXOR S.p.A.** has established the following Quality Policy:

Customer orientation

We put the expectations of our internal and external customers at the heart of our activities. Customer satisfaction and loyalty to our company and our brand are the main indicators of our success.

Result oriented

For Luxor S.p.A. offering a quality product and service, superior to competing brands, is the key to obtaining excellent business results on a lasting basis, the result of constant attention to the needs of the Customer, Collaborators, Suppliers and all interested parties.

Management and consistency in objectives

We operate in a structured and systematic way, in harmony between the departments. We achieve excellent performance through the recognition of quality as a managerial guideline and with the commitment of our Management and all Collaborators.

Process oriented Management

Consistency in the orientation to processes and their evaluation ensures the rapid achievement of objectives through an optimal use of resources. Decisions are made based on facts and strategic directions.

Personnel growth and involvement

Each of us determines the quality and success of our performance. Through active participation, we promote qualified Collaborators, able to operate in full autonomy and responsibility.

Continuous learning, innovation and improvement

Through creativity and learning, Collaborators continuously increase their skills. Our continuous improvement process is based both on the use of targeted methodologies and on the effective exchange of knowledge.

Creating partnership

The concrete and long-lasting partnership with our Suppliers, Collaborators, Customers and all interested parties ensures us reliable business relationships characterized by a constant reciprocity of intent.

Health & Safety

Safeguarding the health and safety of workers is a primary value, a constant commitment and a constant component of our mission. The implementation of these principles takes place through the constant investment of resources, the continuous improvement of the performance and reliability of the processes in compliance with the current specific legislation.