



ramark
business is everywhere

QUALITY POLICY

Consolidate and develop our market presence through the wholesale marketing of technical products for industrial applications in the following sectors: automotive, railway, earthmoving machinery and agricultural machinery. The objective is to pursue continuous improvement that allows us to provide an increasingly reliable and efficient service, carried out in compliance with regulations and capable of satisfying customer needs.

Through the high technical expertise of its staff, the Organisation is committed to complying with the contractual agreements entered into with its customers, setting itself the goal of interpreting and satisfying their explicit and implicit needs, ensuring the competence, professionalism and reliability necessary to ensure that the service offered has the specified quality and that the Company is considered reliable by its customers.

To guarantee this, RAMARK S.r.l. relies on its strengths:

1. The quality of the service provided, achieved through:
 - a. extreme competence and many years of experience of the personnel involved;
 - b. careful checks on the service provided;
 - c. great availability and flexibility in responding to customer requests;
2. Use of selected and qualified professionals and collaborators.

RAMARK S.r.l. has adopted the ISO 9001:2015 standard, introducing risk management into its organisational model (understood both as a threat to be managed and minimised, and as an opportunity to be exploited).

Following an analysis of the context, taking into account factors both internal and external to the company, it was possible to:

- ✓ identify and assess risks;
- ✓ establish the necessary control measures to minimise threats and maximise opportunities for the benefit of the organisation and its stakeholders;
- ✓ plan continuous improvement initiatives aimed at the systematic management of the identified risk profile;
- ✓ respect the surrounding environment, going beyond mere legislative obligations by actively striving to have as little impact on the environment as possible, for example, by discouraging the printing of documents and emails, optimising shipments by grouping orders destined for the same customer, and paying close attention to the use of recyclable consumables.

From an operational point of view, management intends to achieve improvement objectives in the coming years, which will be managed and achieved by maintaining the Quality Management System at all levels of the company.

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