

By maintaining the highest quality standards, COLCOM has become one of the most well-known producers of hinges and closing systems. This is thanks to the commitment of each and every person who works in COLCOM, the raw materials and production technology we use, and our ongoing research.

At COLCOM we always try to stay one step ahead, with the determination and conviction that today and tomorrow we will be developing what matters alongside our customers, shaping new ideas and turning vision into reality.

At COLCOM this means perfection in everything we do from the outset.

Our quality promise starts when we select raw materials and suppliers. Using high-quality materials maximises design freedom and facilitates the many and varied options that perfect our products.

Cutting-edge production techniques and perfectly-matched workflows optimise flexibility. An in-house construction department ensures maximum production precision. Our quality guarantee isn't just about carrying out checks, it also means ongoing improvement and development.

Last but not least, the location of our premises in Nave in the Brescia region, a well-known industrial powerhouse in Italy, is crucial for guaranteeing that the company's Made in Italy quality promise continues to be delivered by our employees and collaborators for many more years to come.

This promise is delivered through the following strategic phases:

Leadership

The management team is proactively committed to promoting quality at all levels, measuring results and incentivising actions for ongoing improvement, and facilitating an awareness of the importance of compliance with applicable, implicit, explicit and consistent requirements.

Contextual analysis

Extending the concept of customer to everyone who, directly or indirectly, purchases and/or uses COLCOM's products and services, to define and fully meet their requirements and expectations.

Customer-focused

Focusing on the expectations of everyone involved in the activities. Customer satisfaction and loyalty to the company and our products are our main indicators of success.

Results-driven

Delivering an excellent product and service is key to consistently achieving outstanding business results, by continually focusing on customer and corporate requirements, market research activities, and product development.

Consistent objectives

Achieving excellence by viewing quality as an integral part of company business processes and defining S.M.A.R.T. (Specific, Measurable, Achievable, Realistic and Timely) objectives that are reviewed regularly.

Process-driven management

Consistent focus on processes and on monitoring them, reaching objectives quickly and improving continually through the optimal use of resources and decisions underpinned by facts and strategic policies.

Risk-based thinking

Tackling new challenges and changes by minimising, or where possible eliminating, risks, turning them into opportunities in order to reach increasingly ambitious targets.

Personnel development and involvement

Believing that quality, success and improvement are determined by the performance of all personnel, who are relied upon to take personal responsibility for their own professional development.

Partnership development

Setting up partnerships with suppliers and the group's companies, guaranteeing reliable business relationships based on mutual goals, by applying a quality management system characterised by transparent management and visible documentation and data capture.

This policy is implemented through a quality management system that complies with standard UNI EN ISO 9001:2015, which is shared with all relevant personnel and parties who wish to consult it.

Nave, 15/03/22

The Management Team



COMPANY QUALITY POLICY

At COLCOM this means perfection in everything we do, right from the outset.