



SAFIM POINT OF VIEW

ABOUT QUALITY

«Impeccable service will meet imperative requirements. And this “meeting” generates excellence ».

- Alberto Crivello

In order to achieve the highest levels of optimization and to offer only the best to our customers, we are strongly oriented towards constant improvement and updating procedures of all our apparatus. More precisely, with respect to:

- **vehicles:** must always be the latest models, selected and arranged to provide a flawless service to every single transport;
- **facilities:** must be specially designed to offer the greatest number of advantages, both for customers and for the vehicles;
- **internal organization:** it must be rational and far-reaching, to enable us being more effective and faster in the services provided.

Constant self-monitoring

In order to ensure the highest quality of our services and to prevent any complaints or grievances, Safim has always had its own self-monitoring code (which proved decisive for the ISO certification). Said code includes the following analyzes and procedures

- a deep study of customer needs, with subsequent identification of all possible solutions in order to satisfy the request;
- careful assessment of the overall satisfaction;
- optimization of all necessary procedures to provide the service as expected;
- continuous improvement of performances, either individual and corporate;
- synergistic application of the various business functions, by sharing objectives, strategies and decisions;
- ongoing understanding of trends and changes in the market;
- strict adherence to all applicable regulations, the Quality System Certificate UNI EN ISO 9001/2008 and all that concerns Safety and Environment.

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