

DYNAMIC Forwarding International S.R.L.  
Via Po, 150 - 20032 Cormano (MI)  
Tel.: 02-66.300.640 - Fax: 02-66.300.642  
P.I.v.a. n. 07935080155 - Registro Imprese MI 249106  
Http: [www.mildynamic.it](http://www.mildynamic.it) / e-mail [dynamic.mil@tin.it](mailto:dynamic.mil@tin.it)  
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After following a path in recent years that has led to the consolidation of company procedures compliant with the ISO 9001 standard, with the consequent maintenance of the standard by the certification body, a new challenge awaits for the future: **COMPETING ON THE MARKET**

Compare to the past competing is much more complex because the customer has become more demanding and our competitors more complex; the foundations of our company are solid, our customers are loyal and recognize our professionalism, but we must move forward.

The pillars on which to base the future of the company are:

#### **Customer Orientation and Context Analysis**

Customer needs must be understood and placed in the foreground during all daily activities. What we call "Customer" is, in reality, an organization made up of people with the same problems that we face every day, our task is to support these people by providing a reliable and complete service.

Recent years have been devoted to information technology and communications; timely and exhaustive information allows us to excel in the context in which we are operating and allows us to stimulate the feeling of security in the customer, when a non-compliance arises, if we are the ones who notify the customer reassuring him that the situation is under control we can avoid a complaint.

#### **Analysis of the qualitative Risks of the Service**

The complexity of the areas in which our services are located, require us to carefully analyze the criticalities that may arise in the normal execution of operational activities as well as for those of an emergency value. A careful analysis of historical factors of the probability of occurrence, the severity of the impact on the service and the ease of detection, allows us to monitor the most dangerous situations in order to be able to manage the dynamics of implementation in advance or to implement specifically identified management methods.

#### **Responsibility and Leadership**

In organizations of our size it is crucial that everyone is responsible for himself and, as such, faces his own duties; the coordinators of the various functions have the task of creating the conditions for the best collaboration between people.

#### **Process approach and continuous Improvement**

The organization of the company is structured for processes that must be effective and efficient; Each year the Management defines indicators and objectives for measuring and monitoring these processes, the level of achievement of which will be disseminated to the staff.

Periodically, during the data analysis phase, initiatives will be agreed to pursue the path of continuous improvement for all the locations and in which all company personnel are invited to actively participate.

***Relations with collaborators and suppliers***

*To provide a quality service it is essential to have suppliers and collaborators of an adequate level; it is everyone's task, in collaboration with the Quality Assurance Manager and the function managers, to select suppliers and establish clear and profitable relationships with these.*

*To conclude, these are the basic principles on which our organization is based, I expect them to be shared and made their own by all; Angelo SACCHI, in the role of Quality Assurance Manager, is always at your disposal for any suggestions or clarifications.*

Date: July 1<sup>st</sup>, 2020

Dynamic Forwarding International Srl  
The Management