

Global Shipping Spa, a company founded in 1977 by the Barbieri family provides consultancy and container shipping services of very high-quality products, fit for the customers, connecting Italy to all the main ports in North Africa, the Middle East and South East Asia.

At the beginning, the Company was focused on the shipment of goods by sea, then in the nineties it took the opportunity to renew its services and became a trustworthy supplier of building materials.

From that moment onward, Global Shipping SpA combines its strong experience in shipping with its capacity in the trading sector, always trying to provide the best services, overseeing and guaranteeing the quality of the products.

The Barbieri family believes in the unique value of relationships and in creating bonds of trust that last over time.

This is why Global Shipping has handed down a great experience in the field of the international shipping and business processes, from generation to generation, an experience which it puts at the disposal of its customers with passion, to understand and satisfy their requests.

The Management has decided to implement a Quality Management System that follows ISO 9001 standards in order to ensure continuity of management compliance and introduce continuous improvement.

Global Shipping Spa undertakes to pursue a policy that place its clients as the centre of its activities, analysing risks and opportunities and taking into consideration the aspects related to its organisational context, both internal and external, and the requirements/needs of the interested parties.

In particular, the customers take on an essential role in Global Shipping's success and its satisfaction is pursued by offering and adapting all the business processes to its specific needs, in respect of the rules applicable, monitoring the relevant markets.

Taking into consideration the interested parties and their needs, Global Shipping S.p.A. is oriented towards a constant improvement of its activities and services and is set on the following goals:

- Guarantee of the research and the selection of high-quality products suited to the customer's request.
- Consolidation of the transport and the improvement of the shipments, also allowing the transport of different goods in a single shipment;
- Speedy fulfilment of the order and market competitiveness, ensuring the maximum quality results which are verified by carrying out a control before the shipment;
- Simplicity in the documentation, structured into a single set, and a savings on import costs;
- The preparation and in-depth knowledge of the international shipping and trading, based on years of experience in the field;
- Open to new challenges to be able to satisfy the market demands;
- Improvement of the company's image and reputation on the market;
- The satisfaction of the interested parties (clients, users, employees, suppliers), hence: achievement of the budget plans, increase of the employment level, a constant containment in the number of complaints, a high-level satisfaction of the customers and the partnership agreements with the suppliers;
- The compliance with the explicit and implicit contractual commitments;
- Customer assistance and loyalty;
- Respect of the environment and the environmental regulations in force, and the compliance with the workplace safety rules.

The objectives are constantly monitored through process indicators and adapted according to the company's organisational changes.

To achieve the goals the company has defined:

- a constant and adequate training and support for the personnel;
- a budget for standard updates;
- a budget for the external support and consultancy.

With the achievement of said goals the intent is to create a work team that is strongly focused on its customers, to ensure the utmost added value from the company processes, to increase the efficiency on the market and to make the customer satisfaction an important factor in an extremely competitive market.

This policy is distributed to all interested parties who request it, it is reviewed at least once a year on occasion of the Management review.

Date:

The Management

