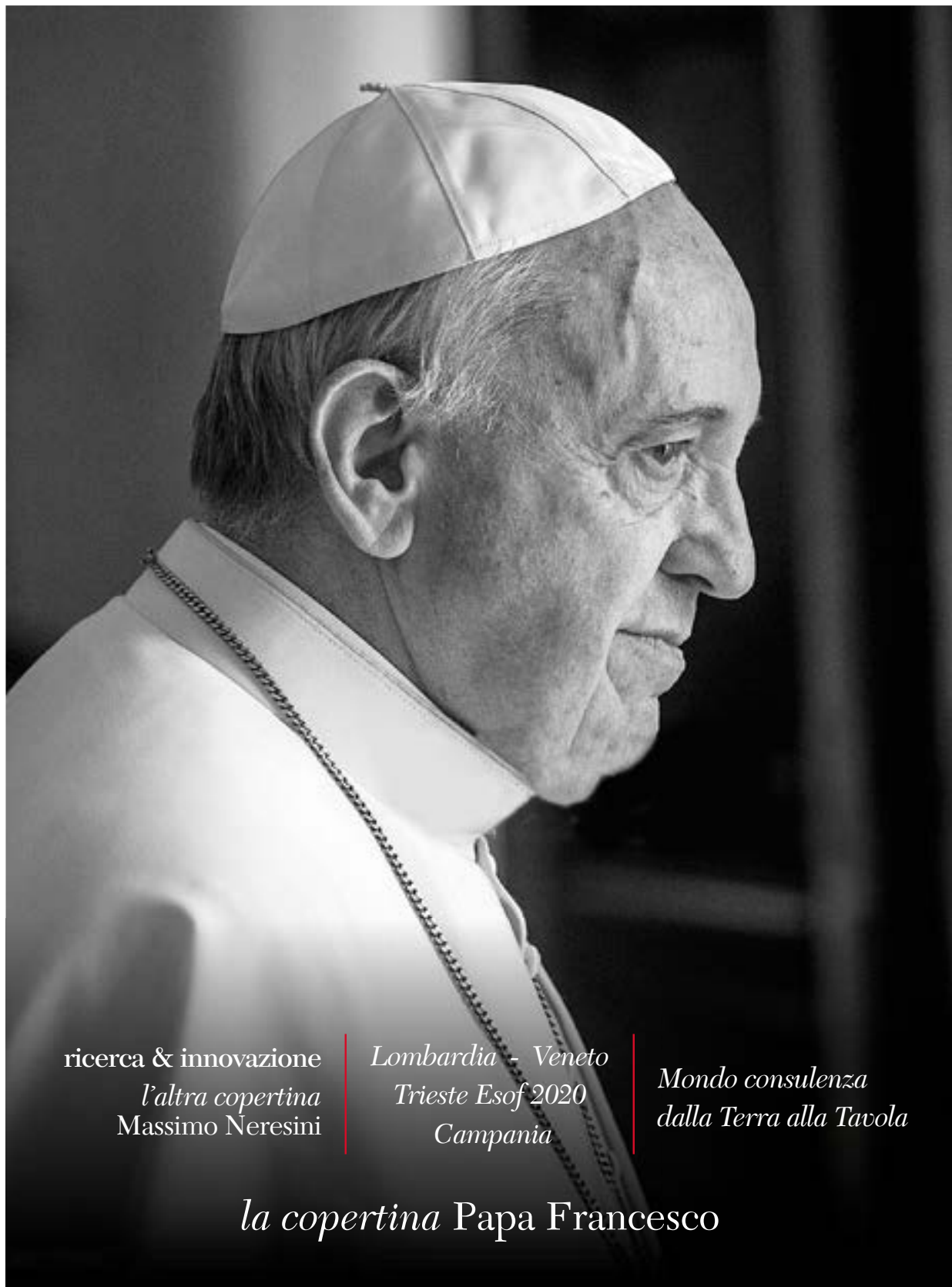


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Teamwork for winning solutions

Constant evolution with a defined strategic plan: this is Gicar's style

At Gicar, a leading company in the production of control units for the complete management of coffee machines, its staff cannot simply be defined as "highly qualified personnel". Obviously, this is one of the characteristics, but the Gicar team is much more than just that: it is an integral element of the company's decision-making process, it is involved in its global vision and it fully shares its objectives. Nevertheless, working for a company such as that from Merate is an important opportunity: since the 1990s, thanks to the far-sighted vision of its founder Giuseppe Arlati and subsequently of Donatella Arlati, the current President of the Group, Gicar has represented an organisational winning formula, that has been refined over the years. "We have always focused on the continual training of employees and on the implementation of the Research and Development department. We were one of the very first Italian companies to undertake with Cerved Rating the path that defines the economic and financial reliability of a company, achieving and retaining the A2.2 Rating that classifies us at the highest levels of solvency. In addition to which, we have obtained the certification of compliance with the Reg. EC 1935/2004 and Ministerial Decree 174/2004 for the hygiene qualification of food technologies and manufacturing processes, a recognition that is not to be ta-

ken for granted in the electronics sector," says Donatella Arlati. And what about our 96% CSA (Customer Satisfaction)? This represents an exceptional result, as the Gicar team has always placed the customer

at the centre of all its activities, from design to production planning and quality control to after-sales. The result? Growth at Gicar has been gradual, but constant. "Our modus operandi, after

all - says Arlati - is to always take one step at a time, thoroughly weighing up every decision, starting from the dismantling of the Osna-go plant to acquire an area of land that is not far from the historic Merate production centre: here the new 4.0 plant was built, where we installed a latest generation mechatronic system for the processing of volumetric flow meter bodies, which took a year and a half to design." The plant is perfectly in line with the company philosophy that is founded on total quality, where production stages are tracked and meticulously controlled. Today, in addition to the con-

trol units for the complete management of coffee machines, Gicar offers electronic controllers with relative user interface, volumetric flow meters, level regulators, Switching power supplies, Apps and IOT for various applications. The know-how, the organisational model and the high-performing team, in addition to the product range, have allowed the company to export all over the world: from Europe, to the United States, up to China and Australia. "Internationalisation for us means expanding into different markets around the world and not relocating any of our operations abroad.

Our production is strictly made in Italy with the consequent advantages in terms of product quality and service level. The design is personalised and carried out with a consultative approach, fruit of the historical heritage of training and skills that form part of the company's DNA. The inevitable higher production costs are offset by a timely service, which is appreciated by customers and witnessed by the numbers of our turnover," concludes Donatella Arlati. Gicar will therefore continue on this path, thanks to its capacity to invest and to firmly believe in the future. ■



THE BOARD