

VISION

The Organisation is aware of the challenges and opportunities that the market imposes, and that meeting the challenges requires making winning decisions. The decision-making process is based on gathering information, analysing it, and developing evolutionary scenarios to plan the best Corporate Strategy. Therefore, it is considered of fundamental importance to have an organisational system that allows one to harmonise and keep under control one's processes and the collection of information that derives from them. To pursue corporate effectiveness and efficiency, the Organisation is based on the following fundamentals:

PURSUIT OF CUSTOMER SATISFACTION

1. To provide a product that corresponds to the quality levels required by the sector, with a chain of Quality Controls that follows the entire product development, from the development phase during the design of the moulds to the sale to the Customer, pursuing the internal policy of "Zero Complaints", an objective at which the Organisation's activities must be aimed;
2. Use of state-of-the-art equipment and technology to guarantee high quality standards and top reliability;
3. Being the reference of support for the Customer, to resolve any problems he may have with the products through specific consultancy; punctuality, rapidity and flexibility in making the products available to the Customer, fully respecting the requirements defined in the contractual phase;
4. Having a qualified and constantly trained workforce (including external collaborators) in order to be able to keep abreast of developments in the fields of competence in which the Organisation operates;
5. Guaranteeing, through numerous in-process controls, a valid and reliable product over time.

STAFF INVOLVEMENT

6. The company promotes continuous training as an essential tool for constant growth and the maintenance of a high standard of all services offered, whether purely in the technical field or in the sale of products on the market;
7. Keeping all Company personnel constantly informed of the Company's objectives and results;
8. Raising staff awareness in the adoption of an Integrated Management System, evaluating its effectiveness periodically;
9. Increase awareness of one's role and the implication of each activity in Customer satisfaction.

MARKET INTERFACE

10. Steadily increase turnover in the Spare Parts Market, through the adoption of marketing strategies or promotional activities to publicise the range of products offered;
11. Increase potential in the territory by optimising the areas already acquired and acquiring new ones through the care of the corporate image and commercial aspects.

MAINTAINING AND IMPROVING THE MANAGEMENT SYSTEM

12. Verify the application of the management system to the international standard ISO 9001 / IATF through documented information, means and necessary resources where the responsibilities are clearly identified, to allow an improvement of the activities and the achievement of the objectives and the quality of the product rendered, as well as the maintenance of good levels of performance with respect to the Customers;
13. Determine the risks and opportunities that need to be addressed to ensure that the system can achieve the expected results, preventing possible situations of non-compliance and/or satisfaction, enhancing the effects desired by management;
14. Acquiring CSRs and verifying them, including through audits of suppliers.

CARTIGLIANO, 16/06/2023

THE MANAGEMENT

