

Year 2014



## QUALITY POLICY

**Our quality policy** encompasses all objectives and directives set to make our employees, clients and suppliers aware of our company goals.

Meeting the objectives set by our Quality Policy is possible through the commitments of all our employees. Our in-House staff and all our sub contractors are expected to comply with all SGQ (procedures and specifications herein) regulations in order to constantly improve the quality of the products and services we offer to our customers, our professionalism and our knowledge.

### OUR COMPANY MISSION

***"...Our work is based on our capacity to meet all our customers' needs and requests ....."***  
**We manufacture springs for different industrial applications and we fully assist our industrial accounts in researching, designing and developing the products they need. Our experience, know-how and skills are always and fully available to our customers not just by delivering products, but by assisting them in creating new items and running in depth feasibility studies. We become a satellite R&D center where unique products are studied, developed and finally manufactured. Our focus is on the creation of reliable products and on the customization of service.**

**Our springs come off highly sophisticated and cutting edge equipment and tooling. But even more important than that is our passion and the pride we put in our daily commitment towards all our customers regardless of the size of the order. From huge batches to extremely small runs, all customers are important.**

*Pierangelo Lancelotti*

Our main objective is to be the most reliable and competent center our customers can count on and refer to. What we work hard to achieve is:

- 1 Minimum number of complaints
- 2 Higher customer satisfaction ratings
- 3 An expanding clientele

The above is possible only if everyone involved in the production process works towards the following:

- Meeting the specifications and timing of every specific customer;
- Implementing all quality control systems to make sure the quality of our products is where it needs to be for all our customers;
- Receiving constant feedback from our clients to see if their expectations and needs are met;
- After sale service to strengthen the relationship with all our clients
- Investing continuously in the company and its growth (more resources and better people).

Our policy values are disclosed to all our employees who receive continuous training and education.

The Management and Company Executives lead the entire organization towards the Objectives set through planning, estimation and evaluation based on the rules defined in the Quality management System. The Objectives are as follows:

- 1 - **Customer's satisfaction:** understanding customers' present and future needs, meeting requirements and trying to exceed expectations.
- 2 - **Pushing management towards efficiency:** establishing improvement goals every year in order to increase value by reducing wastes. Improvement objectives are not only related to production performance (monthly monitoring indicators), but also process and resources optimization versus results (productivity index and monthly Balance sheet examination).
- 3 - **Creation of a Team Spirit:** the company knows that human resources are key to product and/or service improvement. That is why the Company invests in training and getting staff involved in management and company activities
- 4 - **Decision making with regard to Process improvements:** improvement is the focus center of every company activity in order to arrive at better methods and procedures, increase flexibility while responding to customers' requests and have the entire company staff devoted to the Objective of improving products, processes and systems.
- 5 - **Improve the relationship with Suppliers:** improve relationships in order to create more value by optimizing costs and resources. The most important indicators come from monitoring suppliers' performances and their ability to meet commitments with our Company as well as their capacity at establishing privileged relationships with flexible services based on the market needs.
- 6 - **Obtaining and maintaining Certifications:** maintaining the Certification of our Quality management System over time as a distinctive and qualifying company characteristic while aiming at continuously improving company processes
- 7 - **Health and Safety:** it is also important for the Company ownership to provide all employees with a suitable working environment conducive to the production of complying products and where collective Health and Safety are of the utmost priority. Providing a suitable working environment is key to have the following aspects under control:
  - Accident occurrence;
  - working processes improvement and DVR updates, if necessary
  - Compliancy controls of all prevention and protection systems and employee safety

Date \_\_\_\_\_ 26/03/2014 \_\_\_\_\_

The Management

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