

QUALITY POLICY

Objectives

The Management of Micromeccanica S.r.l. has decided to establish, have certified and maintain active and effective a Quality Management System compliant with the norm of **UNI EN ISO 9001: 2015** and **IATF 16949: 2016**.

This Quality System has to allow to improve the performance of the organization through:

- The controlled management of all business processes, in order to meet the customer's requirements and obtain his satisfaction.
- The continuous commitment to the development of resources and the continuous improvement of business processes and the effectiveness of the Quality Management System.
- The commitment to comply with mandatory regulations and laws.
- The commitment to operate more competitively and reliably within the market and its own field of application.

The objectives are set from year to year, in a measurable manner, during the Review of the System by the Management.

These objectives shall be achieved through:

- planning, control and management of processes;
- production and provision of services having compliance with the Customer's and contractual requirements, the applicable Mandatory Regulations/Laws, the requirements of the Organization;
- implementation of intermediate and final controls and verifications to verify the conformity of the products supplied and the services provided;
- conduct of processes in compliance with all current mandatory regulations / laws;
- activation of a process of continuous improvement of processes;
- research for new services to propose to customers;
- orientation of the corporate culture to prevention;

Instruments

To achieve the abovementioned objectives, the Management considers the following actions indispensable:

1. Carry out and review contextual factors and stakeholder needs by identifying and assessing systemic risks and opportunities.
 2. Give a management structure to the company that guarantees an organic and clear definition of tasks and responsibilities;
 3. Implement working methods such as to be able to manage the company's activities in a controlled manner and research and apply "best practices" for the latter:
-

4. Manage each process both internal and transversal to the organization through the PDCA methodology or plan, execute, control and act going to standardize or redesign the processes to make them effective and efficient;
5. Use technologies aimed at continuous improvement of the product and services quality;
6. Implement effective methods of communication with stakeholders, constantly improving both the means of communication and the tools of intervention in the face of requests;
7. Communicate the policy and objectives of the Quality Management System to stakeholders;
8. Train and sensitize all staff and in particular company managers in the implementation of the Quality Management System, so that the guidelines of this policy and the concrete objectives are understood and implemented by all staff at various levels;
9. Implement effective methodologies for updating applicable legal and regulatory requirements;
10. Periodically assess, by means of internal audits, the compliance of the Management System with the reference standard, its Policy and what is planned and programmed in particular by verifying the achievement of the objectives set through periodic reviews of the management;
11. Continuously improve the Management System based on the results of the reviews.
12. Pursue the continuous technological innovation of work equipment in order to increase its production capacity in compliance with all the principles of safety and health of its workers;
13. Implement the involvement of all workers in company life through the introduction of procedures and tools to promote dialogue and improvement of the company climate;
14. Implement the continuous improvement of communication, information and stakeholder involvement channels;
15. Promote the involvement of suppliers and implement awareness/monitoring systems in order to verify compliance with quality requirements.

Commitments

The Management and all collaborators are called to give their contribution to this project. In particular, the Management is committed to the development and implementation of the Quality Management System with the aim of continuous improvement of its effectiveness, through:

- policy definition and support
- identification of company objectives for Quality
- provision of adequate resources
- carrying out system reviews
- activation of communication tools with the inside and outside

Director: Francesco Spagnuolo

Last updated on: 15.06.2022
