

The aim of our organisation is to continue supplying **products and services** that reflect our reliability and professionalism and **make** Metalmeccanica Alba highly competitive. Experience shows that objectives are achieved by investing and particularly through the participation/cooperation of everyone.

Well aware of constant technological advances, management has made the decision to pursue a corporate policy (quality – health - safety) that will progressively improve positive market response, so that the company's activities and robust structure can achieve its desired profits, at the same time observing all relevant laws, dispositions and standards and involving all its resources.

## THE MAIN POINTS OF OUR QUALITY, HEALTH & SAFETY POLICY:

- Continuous improvement of **processes and expectations of the parties involved**, through:
  - ☞ satisfying the implicit and explicit needs of the parties involved;
  - ☞ disseminating and developing a corporate culture, involving human resources in continuous improvement regarding safety, health, environment and quality of life;
  - ☞ taking care of equipment, promptly reporting any malfunctions;
  - ☞ monitoring the corporate system in observance of all the binding or voluntarily adopted applicable standards, especially Italian Legislative Decree No. 81/2008, to improve the environment and the safety of employees and third parties involved;
  - ☞ observing applicable legal regulations and technical harmonisation involved in developing our activities, be they compulsory or voluntary;
  - ☞ observing safety regulations and behaviour in the factory;
  - ☞ avoiding waste (materials and resources); everything wasted is a resource lost for future investments;
  - ☞ keeping the workplace clean and tidy and practising separate waste collection;
  - ☞ improving sales efficiency, maintaining current reliable customers (customer loyalty) while seeking equally reliable new customers;
  - ☞ **assessing risks associated to our processes and the requisites of those involved so as to mitigate the effects of possible actions resulting from a lack of risk management;**
  - ☞ identifying, **assessing** and implementing opportunities to optimise the company's distinguishing features and bring in-house and external advantages that will maintain high competitiveness;
  - ☞ supplying suitable, quality products effectively, efficiently and flexibly to meet customers' needs and expectations and at the same time pursue the profit required for continuous corporate development and improvement through research into increasingly competitive, safe products and providing the types of services that will meet customers' needs;
  - ☞ monitoring and reducing costs of processes, materials and services, never compromising product quality/services, in a joint effort to improve our profitability;
  - ☞ **reducing** the percentage of complaints from customers and the parties involved;
  - ☞ effectively, efficiently and flexibly maintaining suitable structures, equipment, machinery and services to ensure production that will meet the needs and expectations of customers and **the parties involved**, at the same time pursuing the profit required to develop and improve the company;
  - ☞ providing services punctually;
  - ☞ establishing and monitoring the degree of improvement by collecting data regarding process quality (in-house and outsourcing) and complaints, in order to check the standard of quality achieved and obtain an analysis database for establishing future objectives;
  - ☞ monitoring the effectiveness of our dispositions for improvement and remedial action, based on the results obtained from checks on service and process;
  - ☞ adapting our organisation to customers' needs by analysing the quality of services provided by competitors and technological innovations;
  - ☞ adopting ethical behaviour which reflects the company's social values and ethics, transmitting them to employees, associates and all third parties potentially involved;
  - ☞ maintaining our quality management system in line with **UNI-EN-ISO-9001:2015** and pursuing a commitment to maintaining and improving efficiency and effectiveness through the application of work and control methods that comply with pre-set standards.

This policy will be applied through the quality management system and will be checked by management reviews or whenever deemed necessary. All those involved are expected to commit themselves to achieving the objectives mentioned by doing everything necessary to improve their performance.

The management of Metalmeccanica Alba undertakes to provide the resources necessary to achieve such objectives.

**QUALITY POLICY as at 31/1/2017**  
FOR APPROVAL: *Franco Ceccato & Daniele Gasparotto*