

Our daily work is based on the commitment to promote the continuous improvement of products, services and activities that make up all operational processes through the identification and periodic review of external and internal factors that affect the different departments and their needs and that influence risks and opportunities, and their management, to support the Organization in protecting its business.

In order to keep on a continuous improvement of the business performances we are engaged:

- so that all activities are carried out and continuously improved in compliance with the Customer's needs and all the other applicable requirements;
- to operate in compliance with the laws, rules and regulations applicable to our company;
- to implement, maintain and improve a Quality Management System according to the requirements of standards ISO9001 and IATF16949.

For the definition of the objectives of improvement of the business performance we comply with the following criteria:

- continuous monitoring of business activities with particular reference to compliance with product requirements and conscientious evaluation of the Customers needs and expectations, besides than those of all parties involved;
- promotion of involvement, awareness on "customer satisfaction", compliance of the product, improvement of the Management System and of all Business Processes;
- promotion and maintenance of a relationship based on a maximum collaboration and transparency with the workers, the customers, the suppliers, the community and the institutions;
- improvement of the product and the services we offered in order to increase our Customers satisfaction.

For the achievement of the aforethought Objectives, the following indicators are measured during the Systems Review phases:

- Customer complaints and "customer satisfaction" trend;
- Trend of Non-Compliance of the product/process;
- development of specific indicators of the business processes;
- performance of the Internal Audit results;
- trend of the Suppliers Performances.

The quantified objectives are established on the Improvement Plans issued during the Management System Review which contain the measurement criteria, the necessary resources, the planning of development times and which are transmitted to all people involved.