



## QUALITY POLICY

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**Drafting: RGQ**

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**Approval: DG**

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FIELD OF APPLICATION: FIRS STAMPI is responsible for the design and construction of injection moulds, die casting and compression.

The management of FIRS STAMPI has set the management of its Quality System on the basis of the requirements of ISO 9001:2015. The Organization considered that all the standard points were applicable to its management system.

The management of FIRS STAMPI has defined its Quality Management System in order to maintain on high levels the quality and the reliability of its professional performances, to ensure and meet those requirements of competence and transparency that customers require.

The aim of FIRS STAMPI is to involve interested parties within their main processes and to disseminate their Quality Policy to them in order to:

- pursue continuous improvement on all business processes;
- identify appropriate business indicators to be monitored so that quality objectives can be successfully pursued;
- constantly monitoring business processes;
- understand and manage the needs and expectations of stakeholders involved in business processes;
- commit to meeting customer requirements;
- engage in the identification and the qualification of suppliers that can guarantee high standards of performance for all those supplyings that influence in meaningful way on the business processes and the realization of the product finished;
- constant improvement of both production processes and customer service;
- limit as far as possible the number of complaints received by customers;
- constantly increasing and diversifying its customer package;
- make the application of system procedures transparent in the context in which the company operates;
- increase, in order to raise the motivation, the involvement of staff through an ever deeper understanding of the Quality Management System of the company;
- engage constantly in technical staff training in order to keep it up to date on the technical and technological innovations of the field of reference;
- constantly monitor the presence on the market of new design software able to meet the expectations given by quality standards set by customers;
- adequately manage non-conformities detected on both input materials or components and finished products (whether molds or applications) prior to delivery/approval to the customer is the non-conformities related to the incorrect application of the provisions of the business procedures;
- carry out a constant analysis of the risks and opportunities within the context in which the company operates, in order to take preventive action against possible non-compliance;
- ensure constant involvement of corporate leadership in business processes and good application of the Quality Management System.

The Management of FIRS STAMPI makes the above objectives subject of analysis in the activity of Quality System Review by the Management. Quality policy shall be reviewed at least once a year at the Management Review and in any case in the event of organisational changes.

In order to achieve these objectives, the organization will operate in a strategic way by constantly planning its project and production activities and defining the responsibilities for each product sector. To this end, it is essential that all staff is involved and aware and that they are constantly committed to the pursuit of quality objectives.

The Quality Policy is implemented daily by all the staff and under the constant attention and supervision of RGQ and the managers and the various production sectors; the Directorate-General periodically organizes meetings to disseminate principles, objectives and commitments for the management of the company in quality; a constant training and updating of the staff is considered as a point of improvement-essential to continue the commitment of Company Quality.

The attainment of the objectives is further checked by the Quality System Review activities and internal audit procedures. Non-Compliance with the application of these Procedures is managed by the implementation of corrective actions.

*Rivoli (TO), 23/07/2019*

Management:

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