

QUALITY POLICY

The basic principle on which quality policy of Micromax s.n.c. of Cazzin Sigfrido & C. rests is the following :

"The highest satisfaction of customers and stakeholders in respect of mutual expectations and needs, obtained thanks to the high quality of machining of aluminum and magnesium"

Through the systematic execution of a quality management system complying with the requirements of UNI EN ISO 9001:2015 standard, with the intent of pursue the continuous improvement of our products and services.

Therefore it means that :

1. We must **continuously improve**, looking for "ad hoc" solutions in compliance with the applicable mandatory standards. The capacity of continuously improve will be measured as well as verifying the achievements of the objectives established in the processes policy, also evaluating the costs-benefits relationship whose value will be established by the Management in the quality system review, keeping in mind the marketplace's situations and the expectations of the customers .
2. **The customer and stakeholders must always be held in the highest consideration and we all have to work focusing our attention to satisfying mutual requests and interpreting mutual needs so that they can be translated into products and services that meet everyone's expectations.**
3. The capacity to work for the customer's satisfaction can be measured with the quantity of direct and indirect indicators, as well as verifying the achievements of objectives established by processes policy. The Management will quantify the value of these indicators during the quality system review in order to make them pertinent, adequate and commensurate to the marketplace's situations and to the expectation of the customers.
4. Quality is a responsibility and a personal commitment of everyone, therefore it's a precise duty of the responsible of the process and of each collaborator to work in order to put the basics of the systematic achievement of the objectives established in this document, those related to the processes and those defined periodically in the Management's review. To this purpose, compliance with the contents of quality system procedures, whose **level of application will be measured** with **DEFINED PERFORMANCE INDICATORS** is of fundamental importance. The Management will establish the value of these indicators during the quality system review and on this occasion it will be possible to decide to identify (and quantify) further indicators.

The Management formally undertakes to conduct a systematic and documented review of the quality system to ensure the continuous adequacy and effectiveness of the system itself in meeting the reference standard's requirements, the objectives expressed in the company policy for quality, those defined in the policies processes and those that from time to time will be defined in the review itself. The review is the institutional occasion in which the measurement criteria will be established for each identified indicator and the most adequate and appropriate resources and means will be made available to allow the involved processes responsible to work so that the identified objectives can be achieved. The management is aware that each collaborator's contribution is fundamental for the achievement of the company objectives and to this purpose the Management itself has given precise tasks and responsibilities. The Management undertakes to invest in training and instruction in order to create the most adequate conditions so that each collaborator can carry out his activity autonomously and can be aware of how much his activity contributes and is important for the achievement of quality objectives.