

## **Quality Policy 2019-2020**

The mission of Melchiorre S.r.l. is to keep a leader position in its field, satisfying the customers, that are the main reference for the quality of the product and of the service, and satisfying all the company functions, the employers, the head office, the partners, the suppliers.

The management considers the quality of all the company processes, the first concrete element for the achievement, the preservation and the improvement of the competitive superiority needed by Melchiorre.

For this reason the following points have been pointed out, that the Management commits itself to pursuit to a continuous improvement and the customer satisfaction:

- to know the customers needs and perceive in time their expectations, achieving the conditions for their whole satisfaction;
- to operate in the full respect of the contractual conditions, as well as of the rules and the current laws;
- to continuously search the solutions, the processes, the operational methods, that allow to be competitive in every company activity that have an influence on the quality, preventing all the non compliances;
- to give the opportunity and the impulse to each employer and partner, through training and motivation, to contribute to improve the Quality Management System.

To accomplish those items, every year and every time that is necessary, the Management points out and quantifies the goals to be reached in the period and it commits itself to operate continuously to verify the adequacy of the resources, the methods, the information flows, in order to grant the achievement of the targets and the whole actuation of the policy.

To verify the achievement level of all the targets, the Management refers to some relevant indicators directly related to the processes of the company. Those indicators are periodically recorded by the Management in cooperation with the involved functions, and they are analyzed with each responsible in order to improve the company itself.

The achievement or the difference of the recorded values compared to the target values, published to all the company, determines the concrete element to evaluate:

- the effectiveness of the Quality Management System
- the quality of the supplied products
- the resource needs

General Manager