



Finazzi Osvaldo S.r.l.
Mechanical Machining
Grumello del Monte (BG) - ITALY
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QUALITY POLICY FINAZZI OSVALDO S.R.L.

FINAZZI OSVALDO S.R.L. Quality Policy requires that all the company activities are in compliance with the rules of the application of Quality System Management.

The Quality Manual, issued in compliance with company policy, defines the quality System Management put in place by FINAZZI OSVALDO S.R.L.

This regulates organizational and technical activities applied inside the company in a systematic, planned, documented way aimed to achieve the following goals:

- **Continuous improvement of the activities** through measurement instruments, analysis and feed-back of the processes, a more adequate management of the material, informative and human resources of the company for the attainment of technical result improved quality ad management.
- **Satisfaction of Customer's needs** through the achievement of a high level of reliability of the services provided in full compliance with the explicit and implicit requests of the customers.
- **Adaptation of the Business organization** to the evolution of the markets
- **Creation of a suitable environment** for the awareness and satisfaction of the customer's needs.
- **Development of a Quality management policy** based on the identification and achievement of the Quality objectives settled, the spread, understanding and implementation of this Policy with the entire company and periodic verification of its adequacy and effectiveness

op management is committed to pursue the continues evolution of the Quality System management in order to preserve and improve Company's imagine, in terms of guaranty of Quality of the provided service.

Each functional manager is fully committed to:

- **Ensure** systematic adoption of the Quality Manual and its procedures.
- **Train** the employees for specific skills to improve professionalism, technical and qualitative abilities, related to health and safety in workplaces, in compliance with legislation.
- **Rationalize** the organization, work phases and flow of information.
- **Planning** the respective activities in line with the concept that, internally to the company, each function is customer and supplier of other function that are respectively "upstream" and "downstream" of it.

The involvement of all functional managers and all FINAZZI OSVALDO S.R.L staff must guarantee the improvement of the Management results which will be consolidated by a punctual and organic observance of the Quality Management Manual and Management System that comes.

In particular, the main goal the company intends to achieve is the satisfaction of the customer needs, previously identified, through a correct implementation of all business process, according to legal, technical and qualitative requirements, typical of our field of MECHANICAL MACHINING OF PRECISION and in agreement to customer's requirements.

This Objective can be achieved through:

- Effective participation of all staff to the realization and application of the Management System for Company Quality.
- Systematic planning and organization of the activity.
- Efficient and effective quality system management.
- Preparation and implementation of an organic control and self-control system, aimed to monitoring constantly all business processes, trough the support of periodic checks implemented following the adoption of the QSM
- Gradual approach and preparation with a view of adapting and regulatory developments, of advanced methodologies:
 - Evaluation of the context in which it operates and the relation with the Stakeholder.
 - Evaluation of the business risks assessment according to "Risk Based Thinking"

Director General

OSVALDO FINAZZI