

**Philosophy and Values:**

- **S**atisfaction for the service received and with the product purchased to our customers;
- **T**ransparency and respect in relations with customers, suppliers and between internal employees;
- **O**bjectives that are ambitious and far-sighted but in any case concrete and realistic;
- **C**ulture of achieving a Standard of technical, professional and human excellence;
- **C**onstituting a point of reference in the sector emerging in terms of service and added value;
- **H**uman Capital Investment;
- **E**thics and integrity of each individual employee to create the strength of the team;
- **T**imeliness and reactivity in finding the right solution for any request;
- **T**radition of Italian heritage, a symbol of quality, the result of innovative technology and passion;
- **A** work environment based on respect for values, which guarantees decision-making power and equal opportunities for learning and personal growth.

In order to safeguard the principles and values set out in the introduction, and to successfully manage its organization, the General Management of Stocchetta Cilindri s.r.l. has implemented a **Quality Management System** in accordance with the spirit and letter of the international **standard UNI EN ISO 9001: 2015**.

To this purpose, the following aims have been defined:

**Satisfying customer needs** through:

- timeliness and quality in the preliminary interpretation of the technical requirement,
- competitive prices,
- availability of our staff,
- proper management of commercial parameters and transparency in information.

**Ensuring the quality of the products supplied** through:

- precise implementation following internal operating instructions, technical specifications and current national and international regulations,
- adequate testing system aimed at guaranteeing product quality,
- certification dossier following the product.

**Ensuring reliable suppliers** through:

- continuous research and qualification of suppliers,
- careful analysis of efficiency and punctuality in supplies,
- constant involvement in the process of improving production parameters.

**Developing new technologies and materials** through:

- innovation and technological updating,
- basic design study of products with critical characteristics,
- consolidated methodologies and product refinement,
- development of the manufacturing process of new products,
- optimization of processes already in place.

**Meeting the needs of its staff** through:

- involvement of all actors,
- sharing of personal needs,
- adequate work environments,
- training for a common achievement of objectives,
- recognition of high level of employment.

**Ensuring the proper management of the plants** through:

- constant and scheduled maintenance of the machinery / plants,
- improvement projects,
- risk and plant aging analysis,
- attention to the evolution of the relevant legislation.

**Ensuring the monitoring and changes in the context in which the organization operates**

through:

- periodic analysis of risks and opportunities related to the management of the company,
- analyzing and monitor the expectations and needs of relevant stakeholders,
- collection and analysis of technical-commercial data for continuous and evolutionary improvement,
- constant monitoring of economic parameters for accurate knowledge of equilibrium levels,
- annual drafting of the "Competition Analysis" dossier with monitoring of the main competitors present in the Italian market.

**Protection of employees in the workplace against the Covid-19 epidemic:**

- Adequate work environments to prevent the spread of the Covid-19 virus following the definition of protocols and related guide instructions, as per title I chapter III section. IV Emergency Management (consolidated text on Health and Safety at work).

The Management is committed to pursuing these principles, in order to ensure internal efficiency and encourage constant growth of the Company.

Updating date: 06/2020

**General Management**