

Quality Policy

Ghidini Trafileries is committed to carefully implementing and refining the System of Quality Management, considering it as an essential tool to pursue its strategic direction and achieve the principal objective that the company sets itself: the full satisfaction of the customer.

In a context comprising external and internal factors, where multiple stakeholders have been identified, Ghidini Trafileries has delineated the following general objectives:

- understanding and taking into consideration the context in which the company operates;
- satisfying at best the needs and expectations of customers aiming at a continuous service improvement;
- consolidating its market and developing new business relationships;
- monitoring the customers' payments which are necessary for good economic performance;
- collaborating with reliable suppliers;
- motivating and valuing the human resources employed in the company;
- reaching and maintaining the full satisfaction of all stakeholders;
- ensuring and refining the efficiency and reliability of the machines for an optimal operation of the processes;
- reducing the costs of the non-conformities and augmenting the control level;
- maintaining and increasing safety in the workplace;
- contributing to the protection and safeguard of the environment paying attention to eco-sustainability;
- rigorously respecting the current norms and laws;
- guaranteeing the profitability of the company.

With the purpose of achieving these objectives, Ghidini Trafileries has defined and adopted a System of Quality Management compliant with Norm UNI EN ISO 9001:2015 and it is committed to ensuring that:

- all the resources necessary for the System of Quality Management are available;
- all contents of the System of Quality Management are understood and implemented at all levels;
- the customer requirements and the mandatory applicable requirements are determined and satisfied;
- the focus on augmenting customer satisfaction and effective communication are maintained;

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- the growth of employees is valued by investing in their learning and training;
- the risks and opportunities for quality, especially those linked to its own processes, are periodically analysed, evaluated and addressed;
- the documentation on the current and future norms and laws is kept updated;
- the objectives and the context are kept updated through procedures that make it possible to measure the activities, neutralise the problems and provide management with the appropriate tools to conduct the reviews;
- the Quality Policy is regularly reviewed and eventually updated to ensure its effectiveness and continued coherence with the company's strategies;
- potential changes are always communicated and implemented.

QUALITY MANAGEMENT SERVICE DIRECTOR (RSQ)

The Quality Management Service Director is in charge of reporting to the management the results of the implementation of the System of Quality Management with the purpose of enabling its continuous improvement.

All the staff must feel engaged in the System of Quality Management and direct its efforts towards putting into effect what it stipulates. Everyone is invited to suggest possible improvements and the management is committed to evaluating and exploring every observation.

Lumezzane, 20/11/2021

President

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