



**MOD. 513 REV.3 QUALITY POLICY - EMMEBI IMPIANTI S.R.L.
APRIL 2019**

The Management of EMMEBI IMPIANTI S.R.L. is actively pursuing a policy, considering the Customers as the heart of its activities, together with the other important parts (that are represented by employees and suppliers). *Company policy considers its finalities and the organization context, supporting its strategic guidelines; it also implies a commitment of Management and of all the organization to satisfy the applicable requirements.*

More specifically, the satisfaction of the internal Customers is proved by an evident low turn-over of the employees and a high seniority of service, not to mention the analyses about the psychological and social factors, attesting a satisfactory collaboration.

The satisfaction of the external Customers is pursued by offering and modifying the procedures, in accordance with their implicit or explicit specific needs; these ones are detected through the control of certain parameters, taking into account the service and quality level of the product.

The Customer has a central role for the success of EMMEBI IMPIANTI S.R.L.: therefore, it is important that all Company functions follow the established aims and improve the service, thus reaching a high Customer's satisfaction.

The general aims that EMMEBI IMPIANTI SRL sets are:

- meeting the deadline of delivery (deviation between granted and actual deadlines);
- improving the level of Customer's satisfaction (constant reduction of returned goods and complaints, maintaining the loyalty level);
- improving the control system of production (committed analysis of industrial accounting);
- improving the operators' competence, in order to increase the efficiency of the Company procedures;
- reducing the amount and the costs of the non-conformities.

The pursue of these aims will be regularly inspected by the Management review, which is carried out to evaluate the performance of the QMS and is oriented towards a constant improvement, considering the risks and opportunities identified in the planning phases.

The Management will be committed to assist all departments, to allow them to have competitive machines and plants with an efficient and constant production.



EMMEBI
IMPIANTI 40°
1977
2017
PROGETTAZIONI E COSTRUZIONI MECCANICHE



The Management will also involve the employees by motivating, supporting and, if necessary, training them, in order to make them conscious of the importance of their activities in the Company.

By reaching these aims, we intend to carry out a task strongly focussed on our Customers, to increase our competence on the market and to make the Customer's satisfaction the differentiating factor in an intensely competitive market, where the offer exceeds the request. The Management of EMMEBI IMPIANTI SRL is aware that a constant improvement can be achieved only by involving the employees, the Customers and the suppliers. Specific aims will be annually decided by the Management and shared with all the employees, by using appropriate communication channels.

Zanica (BG), 26/04/2019

The Management
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