



Montichiari, January 2017

Quality Policy

Our mission in FURGOKIT is to grow up together with our clients who are the base of our job, those clients who trust us, because they need especially our presence, effort sharing and safety: these aspects are our promise. We would like to be known more as a point of reference than simple suppliers. We think that carefully listening to the clients' requirements, knowledge and constant research, confidence in the staff quality is the only way to realize that.

We don't want to be perfect, special, different from the others, but we want to be always present and keep always our promise.

Focused to realize always better and competitive products FURGOKIT has, as primary target, the continuous improvement of the quality, in order to maintain the satisfaction of the exigencies of our Customers as well as our Stakeholders.

FURGOKIT is working in a context of international market and it is aware that the market in some Countries might be effected to political and social instability who will negatively influence the business, for this reason it is constantly monitoring the situation, evaluating the potential risks in advance of accepting the orders.

The attention to other specific factors, connected to the context where the Company is acting, are evaluated and managed concern:

- the **location**: the Company is located in an artisanal/industrial area (municipality's development plan of Montichiari (Brescia) where the activities and the any inconvenience (outside noise, utilizing resources, emissions) are fulfilling to the mandatory requests and the deliverables are being monitored and managed;
- the **social contest**: the Company is acting by giving the highest attention to the safety regulations (Dgls81-2008) and administrative responsibility (Dlgs231), made explicit by its own Ethical Code. The deliverables that, in case of non-compliance, might negatively influence on the system are formalized, scheduled and supervised. The Company doesn't have internal union's representatives and the administration of the job is managed by collective responsibility;
- the **cultural contest**: into the Company there are different ethnic group workers and different religions, whose needs are transposed and managed. The Company is considering necessary the professional development of the workers: proficiency, courses and training are based on the comprehension's capacity and sensibility of the foreign workers;
- the **markets**: FURGOKIT is operating is extremely different markets due to its products who can cover different requirements: form prefab kit in aluminum to the isothermal, for the customized, as the prefab kit for moving shops to the large volume doors. Benchmarking, attending to the sector's shows, market researches and customer's satisfaction are the main tools that the Company is using to be always competitive

In additions to the external environment, the Company is alert to the requirements and to the needs who came internally from its own system: especially, for the corporate management system for the Quality applied and certified since 2002, shall be considered essentials the skills and the responsiveness of all employees to the correct management of the activities.

The FURGOKIT Quality System, certified according to ISO 9001, is based on a risk-based thinking that allow to the organization to determine the factors who might generate process deviations from the Norm ISO 9001:2015, and to implement preventive controls to minimize the negative effects and to catch the most of the opportunity offered by the market anticipating the trends.

The Management is committed to ensuring that this Policy is understood, shared, implemented, and carried out by all workers and co-workers as well as with all Stakeholders.

Following this direction, it is being adopted a managerial course of action who allows to promote and support activities focused to the achievement of the following essential targets:

- to improve and to reinforce the Company image by producing and delivering to the Customers products always fulfilling the requirements, free from faultiness;
- to maintain the highest level of service to the Customer, in accordance with the delivery dates and the quantities requested;
- to perform any assessment based on the objective findings and respecting norms and regulations in use;
- to ensure the comprehensive compliance with the requirements of law concerning the safety at the workplace, the prevention of the injuries and the environmental protection;
- to promote and maintain active a continuous improving process of the Company operational performances manufacturing technology;
- to facilitate the participatory and sharing process of employees and co-workers;
- to increase the production efficiency by reducing the internal rejects, the Customers claims and costs due to the non-conformities;
- to promote the maintenance of a continuous process of training and professional development of all employees;
- to create and maintain a process of disseminating information, both internally then externally from the Company.

To facilitate the achievement of these performances, the Furgokit Management shall assume the following tasks:

- to determine, in cooperation with other internal Managers, an assembly of measurable targets to be reached in the operational management of the Company main areas of activity, by subjecting to regular review;
- to define the most appropriated monitoring methods in order to constantly verify the reached level of the decided targets;
- to make available the resources needed to perform, to control and to continuously improve the activities;
- to communicate, within the Company, their own commitments and targets, through the spreading of this Quality Policy, so that is understood and supported at every level of the organization.

The Management, furthermore, shall undertake to ensure that what mentioned into the Company Quality Policy is disclosed, carried out and shared by the entire Company structure; at the same time, it is expected that all Managers of the organization ensure, within their sector of competence, the full operational implementation of the Quality System so that every employee and every co-worker will be aware about their role and their importance to reach the Company targets.

The Management
Eugenio Pezzaioli