

Our Company aims to be appreciated for its products' quality and for its service offered in order to consolidate its market position.

The main target that we aim achieving is the satisfaction of the needs and expectations of our customers and interested parts that revolve around and in our Company, regarding the quality of the products but also of the service offered, towards continuous research for improvement and efficiency of our sectors of our activity.

### **Main objectives**

To achieve these and other objectives of continuous increase, we set ourselves to:

- remain competitive at the couplings sector managing continuously the increase of our organization and the individual responsibility for work quality;
- make use of consolidated and reliable suppliers (possibly also equipped with certified management system according to ISO 9001, or establishing a path of mutual improvement with them);

enable us to be appreciated by new potential customers with adapted answers to their requirements and needs.

### **Instruments**

Some of the instruments that we employ, implement and use for achieving our objectives are as follows:

- the continuous improvement of quality management system according to the requirements of the regulation ISO 9001:2015;
- the commitment and cooperation of all those responsible for preparing and implementing all the actions and interventions to improve staff training, education and awareness, for the improvement of the working methods and for the use of efficient systems and means to achieve the specific objectives of each function.
- the monitoring and the measurement of our quality and satisfaction of our customers and employees through the use of appropriate indicators concerning general objectives and those specific of the various business functions, inserted in a structural framework for performance control, reviewed and periodically updated.
- the orientation towards logistics and production supporting management technologies able to supply increasingly complex and complete data from which economical and technical analysis useful for the maintenance of competitiveness and quality of the product can arise.

### **Sustainability and environment**

We consider the environment as a resource and its conservation as a duty. A strong culture of environmental risk management is essential to reduce our ecological footprint: we are aware of our impact on society and the environment and this is why we have always been committed to conducting our business responsibly, in order to limit the environmental impact of our production processes as much as possible and to continuously improve our performance, contributing positively to the communities in which we are located.

Operating in a sector linked to the management of a precious resource such as water, we are constantly committed to affirming the essential importance of this asset and its protection, concretely helping our customers to create a culture of saving and of modernizing distribution networks.

We develop production lines so that they have the least possible impact on the environment around us, both in terms of energy saving and rational use of raw materials: each process is optimized in order to produce as little waste as possible.

**Organization and quality resources**

The direction has conferred to the Manager of Quality System Management precise tasks and commitments, besides authority and decision power needed to achieve desired results.

Each member of our Company has the task of operating towards the direction and the spirit of our policy for quality and for this aim it is requested to all the commitment to contribute achieving the assigned objectives with professionalism and responsibility that distinguish each one.

Each business function reviews periodically the availability of its resources and direction is committed to supply those new eventually needed.

Quality Management System rests on rules and established praxis and agreed with all components of the Company (employees and collaborators), formalized in appropriate documents and procedures that must guide each business function at the progress of the activities in order to guarantee the achievement of the objectives and set goals.

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