

2021 Quality Policies

In a continuously evolving, globalised and extremely selective market, Grazioli A. & F.lli S.r.l. aims to:

- satisfy the demands of both its direct and final clients.
- satisfy the needs of stakeholders.
- guarantee economic and financial business continuity.
- promote the professional growth of the workforce.
- guarantee the safety of its personnel and respect for the environment.
- create products in compliance with current legislation.

Critical factors for success

In order to achieve these goals, Grazioli A. & F.lli S.r.l has implemented a Quality Management System that focuses on the following critical factors:

- **Client satisfaction**, through the quality of the products and services supplied, through innovation, speed, efficiency and the effectiveness of new product development.
- **The development of human resources**, who, with their skills and experience, are the very essence of the Company and whose involvement is fundamental in reaching goals, through specialisation in technical and professional skills, the assignment and communication of responsibilities and authority at all levels, the creation of training/information sessions on specific themes regarding quality, the environment, and health and safety.
- **Collaboration with suppliers** to reduce the complexity of the supply chain, sharing our needs and expectations as well as those of our clients, and guaranteeing them tangible support in improving performance.
- **Respect for quality, safety and the environment**, applicable to the company and its products through constant analysis of the risks related to the company's activities.
- **Safeguarding of worker health and safety** through the reduction of risks related to working activities, in particular investing in the elimination of hazards at their source, in the reduction of exposure to hazards and risk of accidents, and in the development of effective solutions in the event of internal or external emergency situations.
- **Technological innovation** applied to product development, reducing environmental impact and guaranteeing the reaching of technical, economic and product reliability goals ; the search for the best economically viable technological improvements to apply to production processes in order to reduce environmental impact and risks to the health and safety of personnel, ensuring that the Company has technical advantages that reflect on the quality of products and services and on the economic conditions applied to clients.
- **Standardisation of production processes**, in order to reduce complexity and simplify implementation.

- **The principle of constant improvement**, which we seek to apply throughout our company culture and to implement at all levels on a daily basis, in order to increase the efficiency of the Quality Management System also through the systematic monitoring of indicators, the assessment of goals reached and the implementation of improvement activities in respect for the principles of the UNI EN ISO 9001 standard.
- **Internal communication**, as the understanding of Company policies, goals, values and procedures are fundamental for the involvement of personnel and the raising of awareness of how each and every staff member can contribute to the efficiency of the Quality Management System.
- **Communication and collaboration with external stakeholders** (clients, suppliers, social partners, etc.) regarding subjects of common interest such as quality, environmental protection and health in the workplace, in order to understand their needs and inform them on the process of constant improvement and on the results achieved.

Fara Gera d'Adda, 18/01/2021

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