

The company, present on the market since 1974, has always aimed to offer the highest quality to its customers. The path that since 2013 has led to the achievement of ISO 3834-2 certification and subsequently according to the EN 1090, ISO 9001 and finally UNI ISO 45001:2018 standards is part of this perspective.

C.M.P. - Officine – Meccaniche S.r.l. recognizes the principles of quality as the necessary tool to guarantee lasting success over time.

For this purpose the Company has carried out and constantly updates:

- the analysis of the context in which it operates,
- the analysis of the risks connected to its activities also monitoring the satisfaction of its customers.

On the basis of these elements it has developed its own company policies, integrated for the different certification schemes.

Customer Focus

The Company believes that lasting success can be achieved if it can generate and maintain customer confidence. Every aspect of the customer relationship offers an opportunity to create more value for the customer.

Understanding the customer's expressed and implicit needs contributes to the lasting success of the organisation, especially in current market conditions.

For these reasons the company

- *keeps ongoing contact with the Customer from the analysis of the Customer's needs to delivery, in order to*
 - *perceive their implicit needs,*
 - *ensure maximum satisfaction.*

Leadership

The creation of a common intent among all employees and collaborators allows the company to align strategies, policies, processes and resources to achieve its objectives.

All managers must therefore work to ensure that the entire organisation pursues the company's objectives.

The company therefore

- *establishes objectives that are clear for the stakeholders involved in their achievement, and as far as possible, measurable.*

These policies and the objectives that arise from them are brought to the attention of the competent functions in order to inform them of the lines the Company intends to follow to pursue the evolution of its organisation.

Personnel

The Company undertakes to involve people at all levels and to respect them as individuals, to recognize and increase their skills and competences, in the conviction that the recognition and growth of knowledge facilitates the commitment of each individual to achieving the organisation's objectives.

The Company therefore sets up a training programme through which it plans training activities based on its quality objectives.

The Company also intends to ensure safe working conditions also from the perspective of occupational health and safety. For this reason, it undertakes to

- *comply with applicable legal requirements and its own requirements,*
- *eliminate hazards as far as possible and reduce health and safety risks,*
- *continuously improve its system, guaranteeing the health and safety of workers*

in conjunction with workers and their representatives.

To this end, it constantly monitors

- *trends in occupational accidents and diseases,*
- *the trend of illnesses, holidays not taken, turnover*

and other aspects that make it possible to assess the work environment where people operate.

The risk analysis also showed that there are some strategic resources that, if they were to become unavailable, could seriously hinder company operations, with possible major consequences for customers.

It is therefore necessary to

- *improve the management and availability of resources.*

Process-based approach

The company must view its organisation as a combination of coherent and interconnected processes. Fully understanding its operation and connections allows the company to optimize its performance.

The company has carried out a detailed survey of its processes, which is used to implement the quality management system.

Improvement

The company considers it essential to work on its own improvement to maintain its performance at a satisfactory level for stakeholders and to react to internal changes and changes in the context in which it operates, ready to take advantage of new opportunities offered by the market.

To measure its performance and base decisions on documented information, the Company has decided to

- *implement and keep updated an assessment of risks and opportunities carried out on the basis of the analysis of its business processes, the context in which it operates and the needs of the stakeholders.*

Evidence-based decisions

Decision making, at any level, is a complex process with a degree of uncertainty. Aware of this fact, the company is convinced that its decisions must be made, as far as possible, on the basis of documented data and information.

It has therefore decided to implement a documented quality management system based on the UNI EN ISO 9001:2015 standard.

It is however aware that the documentation must be continuously checked to assess its effectiveness, avoid excessive bureaucracy and having to manage irrelevant or redundant information.

Stakeholder relations

Stakeholders influence the organisation's results. Aware of this, the company has identified its stakeholders and the related aspects that may have a significant influence on its business.

Among these, the Company intends to focus its attention

- **on Customers, as they have a direct influence on the quality management system,**
- **on Personnel, because a safe and healthy workplace is a fundamental requirement to protect workers and, consequently, give greater stability to the Company.**

Coseano (UD), December, 1st 2023

The CEO