

QUALITY POLICY

Founded in 1966, Mario Fernando Group S.r.l. is a company specialized in the design and manufacturing of dies for cold deformation of metal sheet and in cold forming technology according to customer drawings and requirements. In over 50 years of experience, the company has successfully realized a huge range of products, supplying many different industries across Europe and Italy: automotive, household appliances, plumbing industry, camping industry, nautical, hydro-thermo sanitary industry, lighting industry,...

In order to monitor and keep improving the performance of its Quality Management System, the Company Administration set out its own quality policy, indicating its business strategies and setting its goals.

Mario Fernando Group S.r.l. Management is constantly committed to:

- ✓ ensuring that the Management System, which has been developed according to ISO 9001 and IATF 16949 technical specifications, is being effectively implemented in all business activities;
- ✓ developing technical skills and providing high-tech products which are designed and manufactured to meet customer needs, in order to anticipate their expectations and provide them with added value solutions;
- ✓ focusing company's activities more towards customers' needs, in order to satisfy them faster and better, with the aim of building a strong customer loyalty and being regarded as irreplaceable partner, strengthening at the same time the company market position;
- ✓ sharing its know-how and experience within new markets and industries, by means of marketing actions and participations in trade fairs, in order to expand its Customer Portfolio;
- ✓ encouraging a direct and constant dialogue with the company personnel to ensure a high level of satisfaction;
- ✓ building good cleaning habits within the organization to keep workplaces neat and tidy and spreading among personnel appropriate and ergonomic working methods, with a view to speeding up working activities and making the organization more efficient.

In addition, the Company Management has set the following goals:

- ✓ increasing customer satisfaction, especially of those who represent the largest part of the company turnover, by improving the service offered;
- ✓ increasing business income and profit to the benefit of business structure;
- ✓ exploiting benefits of IATF 16949 to improve company's own reputation within the automotive industry, while strengthening direct supply relationships with car manufacturers;
- ✓ efficiently managing production processes, times and stocks by use of a business management software.

Mario Fernando Group S.r.l. Management is committed to ensuring that the above policy is being understood, applied and supported by all personnel at any level. The Company Management undertakes to review its quality policy yearly, to verify its adequacy and, if necessary, revise it accordingly.

Chief Executive Officer

Michele Mario

