

## Policy and strategic objectives for Quality

According to the standard UNI EN ISO 9001: 2015 relating to Quality Management, Mecoil Diagnosi Meccaniche Srl has set itself the goal of increasing customer satisfaction and continuously improving its quality standards, both in terms of services and professionalism of own operators.

Since 1997, the Management believes that Quality is a business tool that brings benefits not only in terms of service compliance with requirements, but also in terms of productivity and costs.

For this purpose the Management:

- ensures the continuous attention and adequacy to customers' needs, that are assumed as base to define corporate objectives and general guidelines
- determines the involvement, commitment and participation of all members of the organization in achieving the objectives for quality, allocating resources and means suitable to the needs
- guarantees the availability of professionalism always adequate to stakeholders' needs and in any case of the reference market
- maintains a high level of technical participation through publications and sector events
- involves its partners and suppliers in joint improvement initiatives
- analyzes the context in which the company is located and periodically assesses risks and opportunities for the company
- respects the expectations of civil society such as safety, the environment and professional ethics
- establishes a series of checks to keep the entire cycle of activities under control
- periodically reviews the QMS to ensure its adequacy, effectiveness and correct application over time.

Strategic goals set by the organization are:

- periodically review the Organisation's Policy to verify its adequacy to the goals that the organization has set itself above all with reference to the customers' needs
- annually renew the contractual orders for the most important customers
- reduce operational non-conformities (errors, discrepancies, etc.) and management non-compliance (compliance with what is established) and the complaints of stakeholders (customers and stakeholders) through the development of specific training and verification programs
- reduce the costs of failures through greater attention into the work flow (choice of suppliers and acceptance checks)
- increase profits and market shares with an increase in the customer portfolio with participation in sector events and marketing actions
- increase the operating margin, expanding market penetration (a complex operation given the specific nature of our business, which cannot be separated from the education and training of potential customers) and at the same time highlighting the advantages derived from the extensive application of related techniques to failure's prevention
- involve staff more closely in quality issues.

Management, Dr G. Adriani

