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# COMPANY QUALITY POLICY

The General Direction has developed and identified the Quality Policy for the whole Company, with the cross concept of TQM, Total Quality Management. Concept that summarizes inside, all the internal and external activities of the Company. Activities pointed to the continuous improvement of quality and performances of all Company roles, to guarantee a product capable to fully satisfy, or even exceed, all customer expectations. Respecting requirements of money save for financial commitments and directed to the constant research of innovative solutions, and, in wider terms, activities addressed to create Value for the Involved Parts with an expressed interest for the Company.

Bonesi Pneumatik S.r.l. to pursue to own targets, tied to the contexts where the Company works for, has identified the following guidelines:

## **1. Quality System**

- The Quality System has been officially exposed by the put in writing of a series of procedures and sharpening a series of interactions and interfaces pointed to maximize the company roles efficiency and minimize the potential damages generated by a NON Conformity, both from procedure and product managing levels.
- The conditions to achieve and maintain a company Quality System, are based following the UNI EN ISO 9001:2015 standard. These conditions are also direct to ensure that all following revisions, upgrades and standards will be adopt.
- The Quality System has been developed to ensure that all activities and all present and future products are compliant with all requirements of European Directives and local laws.

## **2. Growth and involvement of the employees**

- Ensure that all employees receive the adequate technical training to face the products and technological innovations and to achieve the increase of added value per person.
- Ensure that all employees, coworkers, inside contractors and partners receive the adequate information about Company Quality Policy in order that everybody is aware of it an so that everyone contribute to achieve the goals, with responsibility and dedication, following the ethical and behavioral guidelines with which the Company wish to distinguish itself, with specific attention to waste reduction. Guidelines contained also in the Company Regulations.
- Ensure that all employees work in a clean, safe, orderly and well-behaved ambience and collaborate with all colleagues and coworkers, guaranteeing the conditions so that a mutual respect mood is created and sharing of purposes, not least a positive enthusiastic attitude to contribute to the achievements of company results.

## **3. Quality and improvement**

- Capacity to measure and evaluate a growing efficiency and efficacy of internal processes to generate resources for investments.





- Capacity to ensure a prompt technical update of equipment and instruments related to basic and essential processes.
- Ensure that Company Quality Policy is object of periodical revisions that guarantee efficacy and suitability of Policy itself, over the time and through continuous improvement; The Policy and related purposes are re-examined and updated from time to time, during the General Direction Re-examine.
- The Quality Responsible comes up beside the General Direction to verify, promote and divulgate the final results of each improvement activity congruent to Company purposes and reference standards and in the task of involvement of the whole company through objective instruments of analysis, indicators measurement and procedural devices.

#### **4. Customer Satisfaction**

- Capacity to identify and comprehend technical and economics requirements of the customers and achieve them.
- Ensure to customers a qualified service (respecting delivery times, precise and prompt answers, courtesy, helpfulness, adequate technical support, etc.) because the Quality produces reputation and reliability.
- Supervise constantly the customer satisfaction and fidelity degree, pointed to improve the external Quality level perception, prevent complains and respect delivery agreements, providing the customer of a product and an evaluable service able to generate the right feedback benefit.
- Remove all NON Conformity from products through capillary checks during all manufacturing steps to avoid any possible lack or defect of product itself; minimize all wastes avoiding complains, return of goods or possible issues tied to non-conformity and/or to poor quality of product.

#### **5. Supply Chain**

- Identify and analyze the fault commitments of thirdly parties, through a supervising system of double check of supplier activities and quality's supplies, and through the continuous awareness increase of the suppliers about the Company Quality Policy pursued by Bonesi Pneumatik S.r.l.
- Establish with suppliers a growing dialog pointed to the resolution of issues related to Customer-Supplier relationship, investing resources, like participation into modification of manufacturing equipment of the supplier, purchasing of new equipment dedicated to Bonesi Pneumatik products, generation, modification and improvement of supplier internal procedures to promote the identification and managing processes of the Bonesi materials arranged to the supplier facilities ;



e.g. the use of CIM (Material Identification Card) and the adopting use of suitable containers for whole cycle at the supplier).

- With strategic supplier increase the partnership, pursuing the improvement of performances and technical solutions or even introducing new solutions based on the link of supplier and Bonesi experiences.

The Company General Direction promote the Quality Policy ensuring that this policy is acquired and shared at every level of the Company and involved parties and that it is known and available to public.



Legnano, 03/07/2017

Board of Directors