

QUALITY POLICY

The Management of MGD considers that the "springs" sector and the related market is in rapid evolution, therefore it is necessary to pay maximum attention to the slightest variations both in the types of material and in the price of the product.

The General Management deems it strategically essential to establish a quality policy aimed at pursuing the quality objectives that allow constant development of its markets.

It also wants to ensure customers:

- compliance with legislation - UNI EN ISO 9001:2015;
- monitoring of customer satisfaction with the aim of continuous improvement;
- that the quality of the products and services meet the requirements;
- on the transparency of the entire system and consequent possibility of verification;
- compliance with regulations aimed at improvement:
 - the safety and health of operators;
 - environmental protection;
 - the ethical behavior of the company.

The focus on quality must involve all staff at all levels, in fact the performance of each individual reflected on the final result.

Specific parameters will be elaborated on a periodic basis (at least annually) in order to make the aforementioned general objectives operational and concretely measurable.

The correct application of this system, developed with the involvement of all staff, allows:

- to guarantee the internal transparency of the quality policy;
- to establish the procedures for its achievement;
- to verify its correct application;
- to improve the corporate culture and make it evolve towards total quality;
- to establish a constantly evolving quality management system that always complies with the principles of economy;
- to develop a system of self-control by all staff in carrying out the assigned duties;
- to pay attention to internal organizational improvements;
- to act and plan improvement actions based on risk and opportunity analysis.

To achieve the objectives described above, Top Management undertakes:

- to sensitize the entire structure, at all levels, and to make people understand what is described in the quality policy;
- to provide the means to pursue the established goals;
- to prepare an organizational structure aimed at implementing what is expressed;
- to provide the necessary human and instrumental resources;
- to involve all personnel through constant information and training activities on the culture and techniques of quality in order to pursue the continuous improvement of corporate processes and culture;

- to constantly monitor the implementation of what is expressed in the procedures provided , identify problems, research and introduce measures to solve quality problems;
- to verify the implementation of the Corrective and Preventive Actions undertaken;
- to periodically review the compliance of the System with company policy, by carrying out scheduled Audits and to make the organizational and technical changes necessary for the elimination of any non-conformities that may arise.

Specific objectives are established by the General Management for each function, these objectives are verified during the Inspections and assessed during the Management Reviews.

Diffusion of the quality policy

The General Management, aware that the quality policy must be understood, implemented, and supported at all company levels, undertakes to provide adequate information and to involve all personnel also with:

- highlighting the corporate quality policy through specific meetings between management and staff;
- the dissemination of qualitative and quantitative objectives supported with adequate means for their pursuit;
- promoting initiatives aimed at soliciting suggestions from all staff and improving customer satisfaction and internal security;
- the activation of training courses on the concepts and application aspects of Total Quality and the UNI EN ISO 9001: 2015 standard.

THE MANAGEMENT