



12-POINT QUALITY MANAGEMENT SYSTEM

Marsilli & Co. S.p.A. is committed to establishing the Quality Management System, within the company, as an integral part of the company's general management procedure, a system open to the market based on the following objectives and commitments:

1. Marsilli & Co. S.p.A. undertakes to provide customers with technologically reliable and secure products at a competitive price, which meet functional requirements and performance needs, legally binding applicable provisions which are agreed upon at the service level, focusing on after-sales services.

This entails understanding and fulfilling customers' current and future needs as well as understanding and fulfilling explicit and implicit product requirements.

2. Management undertakes to single out the Customer's needs and expectations, and convert them into organizational requirements, promoting within each company function, a culture focused on Customer Satisfaction.

3. Management undertakes to establish the policy, the quality aims of each company process, the availability of sufficient resources and to re-examine at established intervals, by means of data and information analysis, the suitability and the efficiency of the procedures which in all company processes assures ongoing improvement of the Quality Management System, in congruity with international provisions.

4. Management promotes the outlook for processes and the management of interaction between the processes in order to confer to the company effectiveness and efficiency to achieve said objectives.

5. Each company manager is called upon to pursue the achievement of the established aims effectively and efficiently, with the participation of all employees.

6. Staff management is one of the fundamental elements of the Quality Management System. In connection with this aspect, the individualization of roles, professional competence and an intense training activity guarantee good qualifications and staff involvement.

7. Constant product and service quality entails the optimization of product definition, processes and their correlation, organization of working cycles, research and development methods, the organization structure, personnel qualifications and assistance.

8. Priority in all the business sectors, in addition to the general respect of agreements with Customers, with particular concern on after-sales service assistance, for which Marsilli & Co. S.p.A. assures that qualified staff will leave the plant within 24 working hours after receipt of the Customer's breakdown report.

9. Product, process and tooling developments must be realized with suitable methods to identify, right from the source the possible causes of defects, therefore preventing faults.

10. The aim of a quality product is maintaining utmost reliability in time. To accomplish these results, techniques related to reliability are undertaken, operational results supplied by Customers, from Service and from internal research activities are used.

11. Suppliers also undertake to illustrate their ability in assuring quality. Selection methods and appropriate terms of contract also permit Marsilli & Co. S.p.A. to guarantee and document a suitable Quality Management System in the procurement process, in order to obtain mutual benefit.

12. In compliance with the laws in force, top Management intends promoting employee and environment safety in the plant, using energy-saving solutions.