



QUALITY POLICY

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Cresimecc has the satisfaction of its customers as its priority target.

Cresimecc has decided to adopt the quality management system according to ISO 9001 as a tool to implement this Quality Policy and pursue continuous improvement. The commitment to continuous improvement is oriented not only to Customers, but to all stakeholders involved.

The quality management system must be continuously updated in order to ensure its effectiveness and efficiency.

COMPANY MISSION

SATISFY OUR CUSTOMERS AND ALL OUR STAKEHOLDERS

This mission translates into adequately acquiring the requirements and expectations of the customer and more generally of the stakeholders, in order to develop adequate processes to guarantee the quality and durability of the products, guaranteeing the best mix of quality and professionalism, with the necessary economic component (best price conditions), in addition to the fundamental operational availability to guarantee the best service in terms of execution times and logistical support.

Cresimecc's guiding values are:

- **Passion and Reliability:** to develop a good service, in recent years, we have always put passion and dedication into our everyday work,
- **Technological development and timeliness:** continuous updating of the systems and work equipment and continuous search for the best partners, to promptly satisfy every request,
- **Productivity and Flexibility:** we can satisfy requests for variable quantities, ensuring quality, competitive prices and prompt and timely deliveries
- **Partnership:** It is not our objective to simply provide a service linked to a specific process, but to make our knowledge and skills in the field of mechanical processing available to our customers, to guarantee reliable and quality products.
- **Internationalisation:** the company is looking with increasing interest at the foreign market, to seize technical-industrial opportunities and support medium-long term development
- **Sustainability:** the company, despite its small size, is convinced that everyone must have an active role in ensuring the sustainability of the planet, with particular attention to environmental aspects and people's expectations and needs

In order to implement its Quality Policy, **Cresimecc** undertakes to:

- Share the culture of continuous improvement oriented towards product conformity/quality, customer satisfaction and the effectiveness/efficiency of processes and products/services,
- Eliminate waste and inefficiencies, with preventive activities based on the concept of risk analysis,
- Push the adoption of innovative technological solutions, to maintain its competitiveness,
- Evaluate impacts on sustainability in advance, to choose the best solutions,
- Ensure compliance with regulations regarding worker health and safety.

The Quality Policy integrates with other company policies and strategies aimed at improving productivity, profitability, reliability and image.

Cresimecc decides to annually define improvement objectives on which to measure and evaluate the validity and effectiveness of its Quality Management System and provides the appropriate means and resources to achieve them.

General Management

R. Cremonesi