

Being aware that, in order to ensure effective business management, it is necessary to strive for continuous improvement, **Gom-Fer s.r.l** adopts and develops a Quality Management System whose purpose is to:

- *Ensure the regular supply of products according to the customers' requirements and applicable regulatory requirements;*
- *Develop opportunities to increase the satisfaction not only of the customers but of all parties involved;*
- *Address the risks and the opportunities deriving from the internal and external environments of the company;*
- *Monitor and optimize the business processes with an eye on the continuous improvement of economic and production performances while minimizing waste and reducing costs;*
- *Ensure that all parties involved comply with the ethical code and the code of behaviour that the company has set itself.*

The choice to certify the Quality System in accordance with the international standards ISO 9001: 2008 and ISO TS 16949: 2009 is dictated by the belief that the quality of the product, process and service provided is fundamental to ensure the continuity and the growth of the company in the medium-to-long term. The staff is directly involved in the sharing and pursuing of this goal.

The operation of our Quality Management System is therefore based on the following principles:

- *Total compliance with customer requirements, laws and all applicable environmental and safety requirements;*
- *The continuous search for the best quality of the product supplied using the cooperation of all parties involved in the production process;*
- *The awareness and involvement of all employees in the pursuit of corporate objectives;*
- *A guarantee of continuity and corporate sustainability;*
- *The safeguarding of the surrounding environment, preventing accidents and occupational hazards;*
- *The rational management of resources with a particular focus on the cost-effectiveness of the process / product;*
- *Production efficiency and effectiveness;*
- *The safeguarding of the health and safety of the employees and the community close to the production plant.*

Gom-Fer s.r.l is oriented towards the customer and the satisfaction of its requirements. During the various phases of product realization, from the management of the offer and feasibility analysis, to the implementation of the production process up to the physical delivery to the customer, the whole process is monitored through the use of technologically advanced instrumentation and control methods. This allows constant verification that the customer's needs, both in terms of measurable and monitored features, are understood and satisfied in order to guarantee a high-quality product.

Gom-Fer s.r.l considers it extremely important to make continuous and targeted investments with the ultimate goal of constantly improving the product and the production process. The upgrading of our facility, structure and technologies is fundamental to guarantee the quality standards required by the customers and by the target markets of our products.

Finally, **Gom-Fer s.r.l** believes that an effective management of suppliers and the development of the related Quality Management System is crucial to allow all parties to work together towards growth and continuous improvement and thus satisfy the customers' needs. Therefore, our suppliers are companies that we consider reliable, and that are assessed according to definite criteria set to guarantee the continuous supply of materials, both on time and in compliance with the required quality standards. The relationship of synergy and partnership established with our suppliers allows Gom-Fer to obtain competence, reliability and mutual trust. The sharing of knowledge is a fundamental part of being able to support the customers in their choices.

The Head of the Quality Management System, appointed by the Managing Director as his representative, is the authorized person responsible for the delegations necessary to enforce corporate procedures and rules, and for the maintenance and improvement of the Quality System.