



MECCANICA SEGRINO S.r.l.  
22035 CANZO (CO) Italia - Via Tagliamento N°10  
Tel. +39 031682775 - Fax. +39 031682518

[www.meccanicasegrino.com](http://www.meccanicasegrino.com) – [info@meccanicasegrino.com](mailto:info@meccanicasegrino.com)



## OUR QUALITY POLICY

Meccanica Segrino's quality policy aims to support constant, sustainable and profitable growth by providing high quality products and services that constantly meet the needs and expectations of its customers. This level of quality is achieved through the implementation of a system of documented information that is critical to providing guidance to our employees, to illustrate our company's capabilities to our customers, potential customers and independent supervisory authorities, as well as to share our way of working with our suppliers and aligning their performance with our expectations.

The application of quality policy involved all our staff who feel individually responsible for the quality of their work within a working environment that pushes towards constant improvement thanks to everyone's contribution and ideas.

Quality policy is provided and explained to each employee by the Quality System Manager. To ensure its constant application, the Company Management maintains the responsibility of the Quality Management System, entrusting control of its application to the company processes, to the Quality System Manager.

The key principles of our quality policy are:

1. **Customer orientation:** We treat our customers as we would like to be treated by them.
2. **Leadership:** As a leadership group, we set an example by maintaining the highest standards of integrity and honesty we expect from all our employees.
3. **Employee involvement:** All our employees make a fundamental contribution to the success of the company. It is our duty to involve them. Expressing their ideas is their right, to which we recognize great value.
4. **Process Approach:** Our activities are organized by closely interlinked processes. We manage them using the PLAN-DO-CHECK-ACT approach, that is, we set goals, we carry out actions, we verify that we have achieved the goals and we adjust the shot if we have missed them.
5. **Continuous improvement:** we are not content to maintain the state of affairs, but we always strive to improve the product and service we provide and the way we provide it.
6. **Evidence-based decisions:** our decisions are based on facts, documented evidence.
7. **Supplier relationship management:** We treat our suppliers as partners. We monitor their performance in order to make them aware of our expectations and our degree of satisfaction.



MECCANICA SEGRINO S.r.l.

22035 CANZO (CO) Italia - Via Tagliamento N°10

Tel. +39 031682775 - Fax. +39 031682518

[www.meccanicasegrino.com](http://www.meccanicasegrino.com) – [info@meccanicasegrino.com](mailto:info@meccanicasegrino.com)



8. **Risk-based** approach: we identify, evaluate and periodically monitor risks and opportunities, in order to decide how to manage them to bring them back to a level of severity that we consider acceptable.

The Company Management is ultimately responsible for evaluating the functioning of the quality system and deciding on any changes in the processes and working methods. In order to arrive at these decisions, the quality of the work done and the moral integrity of our collaborators are of paramount importance. In this context, we ensure that each of our collaborators understands that knowing how to guarantee quality is fundamental for the future of our company and for its future. Our employees know how to contribute individually to achieving the quality we want and know that we encourage them to do so.

The Company Management is committed to promoting the understanding and dissemination of Quality Policy throughout the company, making it visible through publication on its company bulletin board. Quality Policy is reviewed and, if necessary, updated at the Management's Review.

The Chief Executive Officer  
(Carlo Pozzoli)