

The management of Bertola s.r.l., leader in galvanic treatment, recognizes the need to establish and maintain a Quality Management System complying to the ISO 9001 and IATF 16949 standards, which are specific to the Automotive sector.

With the introduction, maintenance and improvement of the Management System previously mentioned, the Management commits itself to develop the following general lines consistent with the analysis of the context in which the company operates:

- Ensure that Customer requirements and regulations (industry and product standards and legislation) are known, identified, defined and fulfilled in order to increase customer satisfaction;
- Ensure that the requirements and expectations of relevant stakeholders are met, which may affect the results of the Quality Management System;
- Provide quality superior in respect to market standards in terms of corrosion and gloss resistance, ensuring timely service through its automated facilities and managed by specific and custom software;
- Developing innovative finishes in partnership with its customers and with many employees in the galvanic industry;
- Develop finished product deliveries as a leader in order to improve business profitability;
- Diversify Enterprise Products and Application Areas to Reduce Market / Competition Risks;
- Develop a system of continuous improvement of the Quality Management System's effectiveness, focused on defect prevention, reduced variability and loss in the supply chain by applying techniques and methodologies based on "risk based thinking";
- Define and review at least annually the Quality Goals by reducing internal and external ppm, customer complaints, improving delivery times and customer response, and overall customer satisfaction;
- Developing business strategies based on the principles of the Economy of Communion, an experience of solidarity with international value.

The defined management system combines and integrates other management tools such as the Environmental Management System and the Health and Safety Management System to achieve a higher added value of the activities and processes involved.

In order to ensure the application and improvement of the Management System, the Management of Bertola Srl undertakes to make the organizational and relational conditions suitable for the company. It also undertakes to disclose and make available to all staff and relevant stakeholders the importance of the contents of the Quality Policy while ensuring that it is operated and maintained permanently and is made available to the public or to anyone who is exposed to it explicit request. The requirements and the procedures for implementing the activities described in the Quality Management System outline the Quality Policy of Bertola srl and as such require full compliance by the personnel involved in the activities concerned within their respective competencies and responsibility.

President and CEO

LIVIO BERTOLA

