

QUALITY POLICY 2020

F.I.L.M.S. S.p.A. specializes in: Design and production of RTP (ready to press) mixes of hard metal powder, design and production of hard metal products, production of electrical contacts and welding alloys, silver galvanization, production of sintered copper-tungsten and recovery of ferrous and non-ferrous scrap metal waste.

In recent years, more and more space has been given to productions with a high technological and engineering content.

The purpose of this document is to communicate the **Quality Policy** of **F.I.L.M.S. S.p.A.** to all employees and interested parties.

The main objectives of **F.I.L.M.S. S.p.A.** is the complete satisfaction of the customer's needs, meeting the expectations of the interested parties and achieving and maintaining a high quality level of products offered.

The continuous improvement of the effectiveness of the QMS Quality Management System and its constant adaptation to the evolution of the company reality and the reference standards, constitute a fundamental basis for enabling the Company to successfully pursue the quality objectives.

In order to render this concept concrete, **F.I.L.M.S. S.p.A.** commits to steering its operating practices towards compliance with quality requirements in accordance with UNI EN ISO 9001:2015.

The commitments assumed by **F.I.L.M.S. S.p.A.** are:

- ❖ Search for complete satisfaction of the needs and expectations of the interested parties (customers, properties, employees, suppliers and various types of external subjects)
- ❖ Constant monitoring of the internal and external context in which it operates
- ❖ Careful assessment of the risk and opportunities of its processes
- ❖ Diffusion of quality objectives and issues at all levels
- ❖ Promoting of the development of human resources skills
- ❖ Development and spread of information both outside and within the company
- ❖ Constant attention to safety and working environment issues and continuous updating of current legislation
- ❖ Involvement of suppliers and constant search for their collaboration and support.

Currently **F.I.L.M.S. S.p.A.** manages **6 Improvement Plans** relating to the following topics:

- ❖ Monitoring and optimization of process indicators
- ❖ Monitoring the design process
- ❖ Maintenance computerization
- ❖ Personnel competence
- ❖ Monitoring development at the Premosello Chiovenda site.
- ❖ Production and control documents.

The General Management of **F.I.L.M.S. S.p.A.** commits to supporting the implementations in this Quality Policy and respects the principles contained within. It will be monitored and updated periodically by General Management in order to guarantee its validity and correspondence to the needs of the company.

In order to verify the application of the QMS and determine its adequacy, the General Management has pointed the quality Assurance Manager. He coordinates all aspects regarding quality, promotes periodic internal audits, reports to the General Management on results and proposes improvement actions.