

QUALITY POLICY

The Customer satisfaction continues to be the fundamental prerequisite for the achievement of the targets set by the MCV company mission. The attention given to the customer requirements, is based on our ability to understand and anticipate them, to manufacture a product and offer a service, meeting not only his explicit needs, but also his implicit needs.

Our offers, products and services must be on the market in a upgraded range of excellence respect to competitors, in particular in relation to quality and reliability, where it is the Customer the arbiter of the competition itself.

It is therefore clear that Quality, in the broadest and most complete meaning of customer satisfaction, is of fundamental importance for our success on the market, **provided that Quality is understood in full and implemented in the proper way**

Our Quality Management System is a “tool” permitting us to :

- Demonstrate to the customer our capability to supply regularly a product that satisfies his needs
- Increase the customer satisfaction improving continuously the product and the procedures to obtain it

Our internal policy is based on the following strategic points:

Mission: to supply high quality products and services in the field of the mechanical/specially made and drop forged chains plus sprockets, both for the items production and for plants' maintenance

Vision: to be recognized as point of reference for the quality, pricing and for the respect of the any engagements taken.

Values: compared with all our counterparties, an ethically correct behaviour in all our activities, in all the levels of our inner organization.

Customers: To reserve to the customers high consideration and care. To reach and maintain a good customer satisfaction, that is the basis of our success, thus operating in a way fully respondent to their requests, and consequently increasing our product service offer, with the aim to be recognized as first class supplier in quality service. To understand their needs and to develop our activities to respond to demands also not strictly related to our core business.

To supply services and products even beyond the expressed necessities and expectations of clients and of any involved party

Involved parties: Identify, define and consider all the parties involved in our activity. To understand their requests and operate actively to face them, developing activities and finding solutions, always taking into consideration the economic validity of any initiative.

Requisites of products and services: the adopted procedures concern all our products, in terms of tests, controls, and correlated Norms

Quality system: Based on the business risk analysis approach and in compliance with the requirements fixed by the Norm Uni En Iso 9001:2015.

Human resources: Prosecution of the technological update of our operators, selecting them in base of their potentiality and following the professional formation of new figures in our organization chart; setting up the training procedure for the recruitment of new workers and collaborators in the company, acting on the training aspect and on the application of the self control in all the production procedures.

Safety and environmental protection:

- To operate in observance of the law, and taking care of safety in the workplace
- To face systematically the management of the issues relative to the health and safety of the company collaborators, in order to ensure compliance with the laws and to obtain continual improvements in performance.
- Manage health and safety issues in the same way as the other crucial aspects involved in our activity
- To pursue the goal of “no harm to the people”
- To favourite the right attitude by all company collaborators and employees for taking part to this commitment
- To fix and implement the actions for the accident prevention and safety ,as required by the law
- To increase the efforts in view of a continuous improvement of the prevention and protection system
- To fix and put in practice the actions foreseen by the law regarding the environmental protection

Means and resources:

To establish the resources needed to reach the targets and make them available at the right time.

Costs: to make our offer still more competitive, and for a complete management control, it is necessary to set up a reliable data and production cost gathering system, brought up to date in real time, in support of the functions of the budget and sales department, and settlement of the correspondent storage medium.

Control: to involve all the functions in a logic of control and in the usefulness of a detailed recording of the type of problems found, in order to choose and elaborate the most suitable corrective actions to preserve and improve the performance and the comprehensive abilities of the organization. Participation of the involved parties in the definition of the objectives and indication of the results when due.

Data processing (IT): employed for the data gathering in the production unit ; for the run of the offers to customers, and to go on with the development of automation of production management.