



Quality Policy

FORGE CENTRO SUD is always oriented towards the continuous improvement of its organizational and production capacity, in order to achieve and increase the satisfaction of all stakeholders, increasing its competitiveness, improving its market position and image in the context in which it is located.

It also is will of the Company to seek new market opportunities, compared to the traditional field in which it has been operating for several years. Opportunities which present higher levels of technical complexity as well as organizational.

The targeted growth and the consequent increase in the complexity of business processes, make necessary a uniform organizational structure, able to "ensure" executive certainty and consistency of behaviour.

For this purpose, the Company Management has settled an organizational structure with working methods that meet the standards of the UNI-EN ISO 9001: 2015 and IATF 16949:2016.

The Company Management is aware that the achievement of certain results is conditioned first of all to the ability to meet customers' needs, therefore, it is committed to provide the higher customer satisfaction, ensuring processes that determine customers needs and expectations are requirements actually operating.

In addition to unavoidable commitment to constant customer satisfaction, the Company aim is to satisfy all the interests of all parties involved, in detail:

1. Increase its competitiveness
2. Raise the level of reliability and quality performance of the Company
3. Establish, in natural respect of mutual economic interest, long-lasting business contacts, favouring the reliability and fair trade, encouraging the exchange of knowledge
4. Understand and strengthen the relationship with customers and stakeholders, improving their level of satisfaction through products and services in line with expectations
5. Motivate and involve all the staff so that they reach an increasing awareness of the importance of their role; promote shared values and correct behavioural models in order to reduce the risks related to the activities carried out

The Company is committed to provide the best working conditions, in full compliance with regulations on safety, and identifies the needs and expectations in terms of awards, job satisfaction and individual development.

Each component of the workforce must participate actively in the growth of Quality in the Company, cooperating with the Company Management to the definition of management procedures and engaging both in detecting and removing of non-conformities with the guidelines defined by Quality documentation, for continuous improvement of all Company functions.

San Martino sulla Marrucina, 30/09/2017