

## **EMMECI MANAGEMENT SYSTEM POLICY**

All Processes and Resources making up Emmeci Business are governed through the **MANAGEMENT SYSTEM** whereby, by means of specific performance indicators,

**GROWTH-DEVELOPMENT-PERFECTING GOALS ARE PLANNED, IMPLEMENTED AND MONITORED FOR THE PROCESSES AND RESOURCES OF THE BUSINESS INHERENT TO:**

- **THE QUALITY OF THE SOLD PRODUCTS/SERVICES,**
- **THE HEALTH AND SAFETY ATWORK,**
- **THE ENVIRONMENTAL SUSTAINABILITY .**

**THE MANAGEMENT SYSTEM AIMS** either directly or indirectly, following its objectives fixed from time to time and giving full emphasis to the requests received from various stakeholders,

**TO PURSUE TWO FUNDAMENTAL GOALS:**

1. **CONTINUOUS IMPROVEMENT OF OUR MACHINERY RANGE AND RELEVANT PRE -SALES AND AFTER SALES SERVICES,**
2. **ENLARGEMENT OF OUR MACHINERY AND SERVICES RANGE.**

**THEREFORE EMMECI REGULARLY PERFORMS THE ANALYSIS OF ITS REFERENCE CONTEXT AND THE EVALUATION OF RISKS AND OPPORTUNITIES, DEFINING SUITABLE ACTIONS TO BE TAKEN.**

Those fundamental goals can only be pursued through

### **CUSTOMER SATISFACTION**

in terms of:

- **TECHNOLOGICAL INNOVATION AND FLEXIBILITY OF MACHINERY,**
- **RELIABLE AND SOLID MACHINERY,**
- **MACHINERY ERGONOMICS, EASE OF USE, SECURITY AND CUSTOMER CARE,**
- **PRE-SALES AND AFTER SALES FIRST-CLASS AND PROMPT SERVICES,**
- **RETURNS ON INVESTMENTS.**

Among all the Resources of the Business, the Management System regards Human Resources as the most important, since those Resources implement and manage Processes as well as other kinds of Resources.

**THE MANAGEMENT SYSTEM THUS AIMS TO INVOLVE AND INCREASE THE VALUE OF ALL THE PEOPLE EITHER DIRECTLY OR INDIRECTLY WORKING FOR THE BUSINESS TO THE HIGHEST EXTENT (CUSTOMERS, COLLABORATORS, SUPPLIERS), TO REACH THE HIGHEST COLLABORATION FROM EVERYONE.**

As matter of fact, the two **FUNDAMENTAL GOALS** can only be reached through the highest collaboration, preserving and fostering both the know-how and know-why of the Business.

**Cerreto Guidi, 13th April 2018**

**LA DIREZIONE**