

Quality Policy

thyssenkrupp - Berco S.p.A.

Mission:

Since 100 years BERCO S.p.A Group is able to offer its customers high levels of quality, thanks to its know-how in metallurgy, its knowledge of the product and its high added value processing capacity, being recognized as a technological partner able to develop solutions that can guarantee superior performances if compared to high standards required by the most demanding customers.

Vision:

To develop the culture of Quality along the whole supply chain, introducing lean management organizational logics, being ahead of time on the trend of the reference market Off Highway.

To constantly ensure customer satisfaction.

To invest in the development of the competence and professionalism of its employees and partners.

To define strategies in accordance with the organization's context considering the expectations of relevant stakeholders.

The company undertakes to adopt a Quality Policy based on the following objectives:

- Constantly monitoring customer satisfaction level, in order to improve the perceived quality;
- Respecting management rules of internal company processes;
- Continuously reducing the costs of external and internal non-conformities, starting from the initial development phase and sharing them, with the aim of completely preventing defects and production risks and identifying them at their initial stage;
- Being oriented to problem solving, where competence, ability to find solutions and gained experiences are key factors;
- Promoting staff competence, awareness and participation, keeping up to date with the technological evolution in the Company's operating sector;
- Managing and maintaining infrastructures and equipment in a systematic way in order not to have downtimes in production or in services;
- Operating in compliance with mandatory requirements and with those concerning safety in workplaces, by spreading a Safety Culture also to its suppliers, so that this Culture can be an integral part of all processes.

In order to achieve these objectives, the Management undertakes to:

- Entrust full responsibility and authority to the Quality System Manager, to ensure compliance with the requirements of the company Quality System;
- Maintain, monitor and constantly improve the Quality Management System, assessing and updating risks and opportunities related to company processes and defining their treatment when necessary.
- Ensure that the Quality Policy is disclosed (also through meetings, posting on the bulletin board of the central concierge and publication on the corporate Intranet), understood and applied by all company levels and that is made available to interested parties on the company website.
- Review at least annually the goals for quality and for this policy, during the management review activity.

The Company has determined **the relevant external and internal factors** for its purposes and strategic directions, that influence its ability to achieve the expected results for its Quality Management System.

Piero Bruno CEO



Mario Andaloni COO

