



MARSILLI S.p.A.
Via Per Ripalta Arpina, 14
26012 Castelleone (CR)
ITALY

Tel +39 0374 3551
Fax + 39 0374 355304
e-mail: info@marsilli.com
www.marsilli.com

Cap. Soc. i.v. € 24.000.000,00
R.E.A. N. CR-0169723
N. 01417050190
C.C.I.A.A. di Cremona
Ischr. Reg. Impr./C.F./P. I.V.A. IT01417050190

QUALITY POLICY: AIMS AND COMMITMENTS

MARSILLI S.p.A. established the Quality Management System in the company as an integral part of the Company's general management procedure, a system open to the market based on the following objectives and commitments:

MARSILLI S.p.A. undertakes to provide customers with technologically reliable and secure products at a competitive price, which meet functional requirements and performance needs, legally binding applicable provisions which are agreed upon at service level, focusing on after sales services.

The above said entails:

- understand and fulfil customers' current and future needs;
- understand and fulfil explicit and implicit product requirements.

The Management undertakes to single out the Customer's needs and expectations as well as related third parties involved in the organization and convert them into organization requirements, promoting for each company function, a culture focused on Customer Satisfaction.

The Management undertakes to establish the policy, the quality aims of each company process, the availability of sufficient resources and to re-examine at established intervals, by means of data and information analysis, the suitability and the efficiency of the procedures which in all company processes assure ongoing improvement of the Quality Management System, in congruity with international provisions.

The Management promotes the outlook for processes and the management of interaction between the processes in order to confer to the company effectiveness and efficiency to achieve said objectives.

Each company manager is called upon to effectively and efficiently pursue the achievement of the set objectives with the participation of all employees.

Staff management is one of the fundamental elements of the Quality Management System. In this regard, the individualization of roles, professional competence and an intense training activity guarantee good qualifications and staff involvement.

Constant product and service quality entails the optimization of product definition, processes and their correlation, organization of working cycles, research and development methods, the organization structure, personnel qualifications and assistance.



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Priority in all the business sectors, in addition to the general respect of agreements with Customers, with particular concern on after sales service assistance, for which MARSILLI S.p.A. assure that, in case of particularly urgent requests, qualified staff will leave the plant within 24 working hours after receipt of the Customer's breakdown report.

Product, process and tooling developments must be realized with suitable methods to identify, right from the source the possible causes of defects, therefore preventing faults from occurring.

Suppliers are also committed to demonstrate their ability to ensure quality. The selection method and appropriate contractual agreements allow Marsilli S.p.A to ensure and document a suitable Quality Management System also in the procurement process in order to obtain mutual benefits.

In compliance to the laws in force the Management intends promoting employee and environment safety in the plant, establishing an Environmental & Safety Management System, within the company, to pursue a policy of continuous improvement of its environmental and safety performance.

The company is committed to the implementation of the above said, working in accordance to ethical principles and its related Ethic Code and Management and Control Organization Model.

Castelleone, 2021/04/16

Managing Director
Gian Battista Parati

MARSILLI