

### OUR MISSION

We produce gripping arms for sheet metal handling and our company is a symbol of the Italian excellence in the field. We find a concrete solution for every specific application need, we adapt simple concepts to the development of highly technological objects with tested performances that reduce costs, errors, set-up time and operator's labor.

### OUR VISION

To export SAMEC's way of working globally.

### COMPANY'S VALUES

The pillars of our company's policy are:

- Paying attention to people means cherishing your own employees, by giving value to their training and therefore helping their professional growth
- Paying attention to work means dedicating time and energy to the customer by taking in charge his requests with professionalism, competence and reliability.
- Paying attention to the environment means considering SAMEC as a social company capable of fostering the surrounding area development also through the ability of reducing its own activities environmental impact.
- Paying attention to the mandatory and voluntary rules related to the specific company's activities.



## QUALITY POLICY

SAMEC srl has as a main goal the actual market strengthening and the development of its own positioning on the international markets.

For reaching this goal, considering the market's actual development towards an ever growing competitiveness, our company has imposed the implementation of a suitable quality policy whose main principle is ensuring the COMPLETE CUSTOMER SATISFACTION, by pursuing the continuous improvement of the development and enforcement of its own policy in compliance with the mandatory rules.

Customer satisfaction is achieved by improving the Quality, the Service and the Price reserved to the customer; the latter must be competitive on the market but profitable for our company. ***For reaching the goals, monitoring our company's operational framework and continuously update the expectations of all the interested parties is essential.***

IMPROVING QUALITY means for us continuously improving everybody's work inside the Company: everyone must contribute consciously and with commitment to this improvement, by preventing as much as possible the non-compliance causes.

Working well "the first time" requires a general task and responsibility clearness; the Management takes the commitment to systematically guarantee this operational environment.

IMPROVING SERVICE means, more than respecting the contract's requirements. It means improving the cooperation availability towards both Customers and Suppliers, the fast reaction and promptness in case of problems or complaints, the proved technical competence and the ability to propose valid solutions to solve the customer's needs and the supplier's needs as well.

IMPROVING THE PRICE means reducing the "non-quality" costs in all phases of the company's processes, affecting the direct and indirect costs deriving from inefficiencies that increase our service's overall cost. Special attention should be paid to suppliers that must be chosen according to their ability to provide high quality products and services at a competitive price.

The effective implementation of the above described points is systematically planned and guaranteed by the Quality Management System and by the documents referred to therein that represent the operational tools for applying the System in the entire Company at all levels.

The Management System, implemented in accordance with the UNI EN ISO 9001: 2015 standards, is also one of the Management's tools to make the system policy and the achievement of its objectives understood, implemented and supported in the entire organization.

System's strategical goals summed up are:

- enhance SAMEC's brand awareness in Italy and internationally
- achieve and maintain the Customer's Satisfaction
- prevent every error possibility through the Management System application
- achieve the highest efficiency levels, by reducing waste, repetitions and errors
- internal and external resources management optimization
- step in and continuously improve

***protect the operational frameworks and the environment as much as possible***

The achievement of the goals will be monitored with suitable integrated indicators with the company's processes; at least annually the results will be evaluated and the Management Board will set new short and/or medium-term goals.

Rivoli, 2 settembre 2019

Nicola Scarlatelli

