

QUALITY POLICY

Cisano Bergamasco, January 13th 2023

The Management, deeply convinced that a Quality Management System is one of the pillars of a customer satisfaction-oriented company, enabling the achievement of corporate goals, has decided to establish the Management System in accordance with UNI EN ISO 9001:2015 and IATF 16949:2016 to meet the requirements of the automotive market.

The main goal for which CSF has adopted a Quality Management System (in accordance with UNI EEN ISO 9001: 2015 and IATF 16949:2016) is to increase its competitive capacity in the:

“Manufacturing of special bolts and parts in carbon and non-carbon steel, headed according to customer drawing for applications in automotive, tractor, buildings and special small parts fields then finished with heat treatments, surface coatings and machining operations.

Maintaining the abovementioned certifications is a constant goal, because one of the most important targets of the company's strategy is to get incisively into the automotive market.

The corporate competitive capacity might be improved by achieving goals like:

- The fulfilment of the product requirements of the customer;
- The constant monitoring of the suppliers, considering them key partners in the pursuit of objectives;
- **The optimization of timing, quality, cost and internal waste by pursuing zero defects;**
- The optimization of the production process;
- The staff training that enables the improvement of internal company processes and the satisfaction of stakeholders (employees themselves and customers);
- The analysis of the services offered by the competitors;
- The fulfilment of measurable quality goals defined on the basis of specific indicators;

The Management takes responsibility for planning and monitoring the quality of the organisation according to company strategies; this can be traced back to the Business Plan.

Responsibilities:

Management has defined and documented the responsibilities, authority and mutual relations of personnel who manage, execute and verify activities affecting quality and who have organisational freedom to:

1. Analyse and, if needed, promote the appropriate actions to prevent the occurrence of products, process or quality-system non-conformities;
2. Constantly monitor processes that affect the quality;
3. Check the implementation of solutions;
4. Monitor the handling of non-compliant products until the unsatisfactory condition has been corrected;
5. Value and involve the staff in the achievement of company goals.

To constantly improve and to face new and more challenging objectives, CSF undertakes to review this Quality Policy annually during the Management Review, to check its continued relevance and adequacy. Where deemed appropriate, the policy is also made available to relevant stakeholders.

The Management
Marco Colombo

