

The TD Mountings believes that to successfully manage the Organization respecting the ISO 9001: 2015 regulation is essential:

- to establish, maintain and use a Quality Management System (QMS) designed to continuously improve all activities, taking into account the needs of the parties involved;
- a systematic approach, visible and understandable by all;
- to determine risk factors and opportunities that impact on the quality management system in order to achieve the expected results;
- to apply the indispensable and necessary principles for achieving the objectives

## FOCUS ON CUSTOMER

The QMS is mainly focused on meeting the customer requirements and commitment in meeting the needs and exceeding his expectations. Every aspect of the interaction with the customer provides an opportunity to create more benefit for the Customer himself contributing to a lasting success of the Organization.

The basis of our QMS is to provide our products "Mountings parts for pneumatic cylinders" respecting and fulfilling all customer expectations: quality, price, delivery, support.

Ensure professionalism in all business phases is our aim. From Po receipt, to production, storage, shipping, to after-sales support.

The QMS was therefore designed with the aim of providing the Customer with compliant and fully satisfactory products and of ensuring the optimization of all processes. To do this, all causes of non-compliance and internal and external complaints received by customers are constantly analyzed, in order to provide corrective actions and improvement plans to be implemented to avoid their recurrence in the future.

A careful analysis of the context and a targeted risk management allow us to prevent any problems or difficulties that could jeopardize it.

Other tools that we use to monitor it are the evaluation questionnaires that we send at the end of each year and the countless phone calls and meetings organized directly at the customers' premises or at our offices.

Our goal is to provide products that comply with the relevant standards and with high quality standards.

## LEADERSHIP

Leaders establish, at all levels, unity of purpose and direction and create conditions in which people actively participate in achieving the objectives for the quality of the organization.

## ACTIVE PARTICIPATION OF PEOPLE

Competent people, empowered and actively involved at all levels throughout the organization, are essential to increase the organization's ability to create and deliver value.

## PROCESS APPROACH

We achieve consistent, effective and efficient results when activities are understood and managed as related processes that act as a coherent system.

## IMPROVEMENT

Successful organizations are continually focused on improving.

## EVIDENCE-BASED DECISION MAKING.

Decisions based on the analysis and evaluation of data and information most likely produce the desired results. The decision-making process can be complex and always involves a component of uncertainty. It's important to understand the relationships of cause and effect and the potential unintended consequences. The analysis of facts, evidence and data leads to greater objectivity and confidence in decision-making process.

The QMS is the necessary tool to guarantee the achievement of the Quality Objectives. It describes and defines: the organization, resources, responsibilities, procedures and applicable rules.

The TD Mountings promotes the application, improvement and development of the QMS and strives to ensure that all the principles are disclosed, understood and shared by all employees and collaborators. Therefore, they are required to respect, for their job activities, the requirements of the Quality Manual and related Procedures.

The commitments of the Quality Policy are translated into "Indicators", i.e. measurable objectives that TD Mountings undertakes to achieve, providing all the involved Managers with the necessary resources and support.

TD Mountings periodically reviews the adequacy of the QMS, the Quality Policy, analyzing the indicators and the collected data (customer returns, non-compliance, testing observations, risk management, context analysis, etc ...) intervenes where there are opportunities for improvement.

QUALITY MANAGER

DATE: 01/12/2017

MANAGEMENT

