

Policy and Strategic Objectives for Quality

In accordance with the new legislation relating to QMS, U.T.E. Progetti has established a whole series of Strategic Objectives thanks to acquire adequate tools and resources and increase its competitiveness on the market to meet its customers' needs.

Therefore, it has reorganized internal and external processes, in order to continuously improve the quality standards over time, as a safeguard of the needs and interests of U.T.E. Progetti itself.

The company management is constantly engaged in an effective and efficient QMS implementation program, which prevents any deficiencies in the processes. It also relies heavily on the education and training of its personnel and on the quality of its suppliers, aspects that today represent the true company's know-how and are a source of great satisfaction for the company.

Many clients currently in the company's portfolio choose to work with U.T.E. Progetti because there they can find knowledge and skills capable of satisfying their expectations, but also because the employees and the entire supply chain are able to implement and manage a production engineering process capable of satisfying the contractual requirements of the customers, using programming and quality control tools to handle the most difficult and complex situations.

The company has always dedicated appropriately selected and trained resources for the management of process/product Non-Conformities during the performance of all Activities.

For this reason, the Company Management considers the adoption of a correct Quality Policy to be of fundamental importance, as a tool that can ensure reliability, quality and conformity of the products supplied to customers, guaranteeing full satisfaction.

Through careful quality control, the company management also believes that another important goal can be reached, namely an effective and efficient management of the company, not only in terms of high quality products, but also in terms of productivity and cost-effectiveness.

The definition of strategic industrial plans and the implementation of the quality policy and objectives represent the first company goal and are the direct responsibility of the Management, which develops and documents these activities through:

- The definition of objectives and general guidelines;
- The definition of the QMS;
- The involvement, commitment and participation of all members of the Organization in achieving the quality objectives;
- The definition of resources and means appropriate to the needs (e.g. human resources - balance of skills; Means/tools of work: machinery, technologies, software, etc.);
- The involvement of the entire supply chain (raw material suppliers and work groups) **and of all the Interested Parties (Stakeholders) in order to constantly communicate the progress of the objectives and involving these subjects**, where deemed appropriate and of mutual interest, in joint projects and initiatives in order to trigger a continuous improvement process.
- **Monitoring the risks and opportunities that may arise in carrying out one's business, in order to prevent damage to itself, to the Interested Parties (Stakeholders - especially Customers) and to the supply chain.**
- Compliance with the expectations of civil society regarding safety, environmental protection and individual and corporate social responsibility;
- The establishment of a series of both internal and external verification activities to keep the processes of the entire production system and related activities under control;
- The training (Training and Information) of all personnel, through the planning and implementation of specific training and refresher sessions, making use of the collaboration of specialized structures, in order to allow the workers to carry out their tasks in the best possible way;
- Periodic review of the QMS, in order to ensure the adequacy, effectiveness and correct application of the system itself over time;
- The Management of Preventive Actions, in order to avoid the occurrence of product/process Non-conformities which can lead to the generation of extra management costs and therefore to a constant erosion of the GOM (Gross Operating Margin).

The **Strategic Objectives** set by the Company are:

- Constantly monitor operational Non-Conformities (errors, discrepancies, etc.) and management (non-compliance with the provisions) and stakeholder complaints in order to reduce them to a minimum, through the development of specific activities and through training and periodic checks.
- Constantly monitor the cost trend during the progress phases of the individual supplies/orders, in order to reduce the costs of failures through greater attention in the prevention phase (selection and qualification of suppliers, quality controls on the entire industrial process).
- Keep a high level of attention on the market, constantly checking what the competition is doing, looking for new spaces to enter market niches, establishing direct commercial contacts and/or making use of the collaboration of specialized structures (International Trading) for the acquisition of new customers.
- Increase operating profits, in order to guarantee the company the liquidity necessary to develop innovation and development projects, and therefore its ability to compete and be attractive to prestigious customers.
- Involving employees in Quality issues.

Following the identification of the aforementioned objectives, generated by the principles of the organization philosophy shown below, the Company Management identifies and programs the specific, measurable, adequate, achievable and temporally defined objectives ("s.m.a.r.t.") of which it will give objective evidence in the Management Review Report.

The programming and planning activities of these objectives will be contained in the Management Review document, which also indicates who does what and when (Action Plan).

The quantification of the objectives, structured by levels and/or functions of the organization, and the evaluation of the same, are made during the Review of the QMS by the Management, in which the aforementioned objectives are defined and verified from time to time, identifying the appropriate indices that allow their measurement.

To achieve the above objectives, the Company will make use of the implementation of a QMS in accordance with the requirements of the UNI EN ISO 9001:2015 standard.

This System defines the organizational structures, processes, responsibilities, rules, procedures, management forms for registrations and objective evidence and resources in order to ensure that:

- the QMS is disseminated, well understood and effectively applied.
- the realization of the products effectively satisfies the customer's expectations.
- it is possible to prevent any anomalies (Non-Conformities) rather than limiting oneself to intervening after they have been generated.
- it is possible to implement a continuous improvement process.

The Management intends to pursue modern quality management and for this reason it is structured in such a way as to increase "customer" satisfaction.

In the light of all of the above, the Management undertakes to take an active role in the promotion and guidance of all activities having an influence on quality understood as "customer satisfaction" through the dissemination of the concepts presented at all levels of the organization on this manual and the verification of the results obtained.

The direction

signature 
Fabio Elmi

Philosophy of the organization and its diffusion

Customer and civil society satisfaction (environment, health and safety, professional ethics) is our task

Quality Management is effective if the organization pursues unity of purpose and direction

Total Quality is achieved only with the involvement of everyone

The achievement of the objectives is achieved by effectively identifying and managing the processes and their interactions

Continuous performance improvement is our guiding principle

Effective decisions are based on the analysis of data and information

The involvement of suppliers is a strategic element of an effective Quality Management

N.B.: this text is posted in all the most important places frequented by the operatives