

Quality Policy

The orientation of **MENON S.R.L.** puts the clientele at the centre of its business, and makes available powerful resources, compatibly with the company's business performance, to ensure constant updating of all the processes, targeted on satisfying the explicit and implicit needs and demands of the clientele.

In this view, the incentive for continuous improvement of the effectiveness of our quality management system, undertaken by the management, ensures the steady increase of customer satisfaction and enhances the ability of the organization to achieve its goals.

The guiding principle of the organization is: **“to develop reliable, innovative solutions for the production and industrialization of precision mechanical parts”**

The goals set by the management are:

- To ensure that every customer receives prompt and punctual service and that every explicit and implicit contractual undertaking is fulfilled on time and in its entirety;
- To establish a lasting relationship with the clientele, who demand products with a high level of quality;
- To improve the business organization;
- To satisfy the expectations of all the stakeholders;
- To build involvement and loyalty among our human resources;
- To evaluate processes according to a risk-based approach;
- To assess opportunities in the context of the different processes involved;
- To increase the quality level of our standard production;
- To steadily reduce the costs of quality and non-quality;
- To keep the company's fleet of machines and test instruments up to date;
- To keep the infrastructures and work spaces up to date in order to provide a pleasant workplace;
- To monitor and maintain our solid economic and financial standing so as to be able to provide ourselves with the resources necessary for development and expansion;
- To develop an effective and efficient communication strategy;
- To elevate the corporate culture through actions of technical and managerial training;
- To develop new skills in our workforce;
- To anticipate the needs and problems of our customers through market surveys and listening to the clientele;
- To penetrate new markets, with particular attention to the medical sector;
- To diversify the clientele.

As we work to achieve these goals, we hope to develop an organization strongly focused on its customers, capable of continuous improvement of our own system through our increased ability to satisfy the needs of the clientele in a steadily evolving market.

8 September 2020

The General Management

