



The Marchesini Group Quality Policy

The Marchesini Group pays the utmost attention to customer requirements, striving for increasingly effective action for improvement of its processes both in terms of product and in terms of service, as well as customer satisfaction.

The above is always done in compliance with the legislation in force, carefully training its resources and with particular involvement of its suppliers.

Therefore, the objective of the quality policy is to interpret customer needs expressed both explicitly (orders) and implicitly (requirements of the destination sector of the product/service supplied) so that it can satisfy them with effectiveness and efficiency, which are assessed using specific monitoring instruments.

In attempting to achieve these objectives, the Marchesini Group Management defines a set of indicators that can be used to monitor the crucial aspects of its organisation, currently identified as:

- Functions and responsibilities of personnel with related training of human resources;
- Performance of processes;
- Efficiency of products;
- Efficiency and effectiveness of services.

For that purpose, the Marchesini Group keeps its Quality Management System compliant with the requirements of ISO 9001, delegating management of this to the Control Group, and delegating the monitoring of system application to the QAM.

Pianoro, 01/10/2015

The Managing Director

Maurizio Marchesini
Legal Representative
Management Representative