

For Caprari SpA a strategic element is providing products and services, meeting the Customer's actual needs and expectations, seeking the best solutions through every interaction, with the intention of creating value and identifying at the same time current and future needs, for the Company success.

The Quality Management System is oriented on a risk-based thinking approach, allowing the organization to determine the factors which may cause deviations from processes related to the ISO 9001:2015, and maintain preventive checks in order to minimize negative effects and take the best opportunities offered by the market.

The management is active at all levels with unity of purposes and common objectives, by the commitment to create the conditions for employees and collaborators and determining the best conditions to achieve the targets established by the Quality Management System. This allows to align strategies, processes and resources in order to reach the goals set by the Company.

The Quality Policy has been spread at all the organization levels through training sessions, displayed inside the Company and on the website, in order to ensure the understanding of all the employees, collaborators and all third parties involved in various ways in Caprari SpA activities.

General principles:

- paying maximum attention to the identification and the full satisfaction of the Customer's needs;
- pursuing the improvement for the Product Quality and for the Services offered, with the objective of achieving positive results in economic terms as well as operational excellence, with the full satisfaction of Customers and internal Staff;
- ensuring a constant action of motivation, rewards and professional growth;
- complying with the requirements of the Quality Management System and provide for its continuous and effective application.

THE GENERAL MANAGER



Modena, March 14th 2017