

**TECNICA GASKET Spa** manufactures gaskets and technical articles made of rubber and thermoplastic materials.

The Company works to achieve the objective of growth while preserving its long-term profitability. In this context, it is necessary to manufacture products which meet all Customers' and End-Users' requirements.

Our main goals are:

**Zero defects / Waste = Quality = Creation of Value**

**Respect and Enhancement of Human Resources = Effective Contribution**

**Check of Environmental Impact and Safety = Continuity**

In details, we aim at:

**FOCUS ON CUSTOMER:** Each Customer is different, he/she has different requirements and sometimes the same Customer can have different and changing requirements. The main trends emerging from Customers concern:

- Technical needs: conformity with requirements and products performance;
- Fastness and flexibility, precision and delivery reliability
- Transparent, fast and complete replies on technical and organizational aspects and on the status of ongoing works
- Cost restriction and much more

We aim at monitoring, following and supporting our Customers on the more sensitive aspects concerning our mission.

**PROCESS MANAGEMENT:** operational processes: what we do and how we do it affects our results. Results and performance are reached thanks to an optimization of every resource involved: selected materials, up-to-date technologies and machines, measuring instruments, efficient and assessed methods of work and control procedure which allow our staff to express itself at its best and support the Company in the satisfaction of customers' requirements and needs.

The application of the norm ISO/TS 16949 has to focus on the "Key Processes", the highly critical with a high added value which contribute to create a good reputation by the Customer. For a manufacturing company the key processes are usually the technological ones. For all "non-technological" processes the fixed goal is:

**TRAINING:** The Management continuously improves its knowledge/skills and invests on training its staff that is directly involved in creating quality.

**CONTINUOUS IMPROVEMENT:** Customers and market are always looking for more competitiveness. On our side, we engage ourselves to improve constantly. Current results and performances are to be used to set and check our skills in improving.

**RISK BASED THINKING:**

The Company engages itself to analyse the risk assessment:

- Concerning needs/requirements of the parties involved, evaluating internal and external contexts.
- Evaluating risks/opportunities and choosing the right actions to prevent non-conformities and to improve the contexts.

- Setting goals that meet strategic decisions and the Company's guidelines.
- Ensuring the implementation of the quality management system.

**ENVIRONMENTAL AND SAFETY MANAGEMENT SYSTEM:**

The Company aims at implementing new processes for a sustainable development. It means paying more attention to the safety on the workplace and to an environmental-friendly development. In details, the Company commits itself to:

- Be constantly updated on laws, regulations and directives on workplace safety and environmental protection so that the Company acts accordingly.
- Define role, responsibilities and duties and ensure the implementation of the regulatory framework and its continuous update
- Continuously monitor injuries and accidents to minimize the risk of accident and of occupational disease.
- Monitor all the significant processes related to the environment: waste, emissions, soil, noise etc. and ensure the compliance with the laws and regulations in force concerning environmental protection, energy saving and natural resource saving.
- Promote and check that suppliers implement an environmental and safety management system in compliance with the laws and the regulations in force.
- Make the staff aware and encourage their responsibility on their and other health and safety at work and on the environment protection by awareness actions, information and instructions.

The Management ensures the maintenance and the development of the quality, environmental and safety system by supporting the organization and providing appropriate resources.

Paratico, 14-03-2017

La Direzione

