

Quality Policy

Organization Context

This policy applies to MER MEC S.p.A. and all its subsidiaries.

The Top Management of MER MEC Group wishes to implement and support a Quality Management System in compliance with UNI EN ISO 9001:2015.

To this end, the Top Managements of each MER MEC Group Company undertake to:

Determine the context of the Organization, ensuring:

- The understanding of external and internal issues which are relevant to its strategic direction;
- The understanding of stakeholders and their needs;
- The availability of qualified resources able to propose innovative and competitive solutions on the market;
- The suppliers selection and qualification and the continuous control and improvement of the supply chain.

Customer and stakeholders focus

Guarantee the fulfilment of customer and stakeholders expectations, by:

- Identifying and communicating them within the organization;
- Making products/services that meet contractual, mandatory, performance, safety, and reliability requirements and quality standards of the sector;
- Monitoring products/services quality in order to prevent non conformities and restrain non quality costs;
- Establishing a partnership with customers, suppliers and any stakeholder involved, aiming at a common growth;
- Promoting a culture of health and safety in the workplace, respect for the environment, and the prevention of corruption.

Process approach and objectives

- Identify the processes needed for the Management Systems, determining their sequence and interaction and identifying the resources (human, infrastructure, economics) needed to ensure the effective operation, control and improvement of such processes;
- Define measurable and suitable objectives for each company structure.

Leadership and staff commitment

- Assign roles and responsibilities, granting that all employees are aware of the importance of their activities and how they contribute to achieve group objectives, through the application of procedures, principles of good professional practice, legal prescriptions and regulation in force;
- Guarantee staff professionalism and involvement through:
 - Communication and sharing of company objectives and results achieved;
 - Specific technical and managerial training;
 - Staff motivation and incentive, by improving resources' skills and capabilities.

Risks and opportunities analysis

- Identify and analyse risks and opportunities, based on criteria that reflect organization's resources, values, and objectives, risk factors and opportunities;
- Implement control measures and actions to reduce undesired effect and seize opportunities;
- Review the effectiveness of actions taken to address risks and opportunities.

MS monitoring and improvement

Monitor and improve the Management Systems through:

- Periodical audits;
- Target definition and measurement to improve the process performance;
- Periodical review of the Management Systems in order to measure their adequacy, compliance and effectiveness;
- Adapting them to legislative, normative, technological, and organizational evolutions, as well as to changeable customer requirements and expectations.

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All personnel of MERMEC Group companies, at any level, are responsible for the exact application of the requirements contained in the respective Quality Management Systems implemented.

Monopoli, 12/07/2024

True and faithful copy of the Italian Version

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