

This document summarises the Quality Policy that BENACCHIO s.r.l. intends to implement:

- Maintain and improve the Quality System in accordance with IATF 16949.
 - Identify and clearly define the Customer's needs and expectations, trying to respond effectively and rapidly to requests.
 - Paying the utmost attention to compliance with regulatory and legislative requirements in the reference sectors or requested by the customer.
 - Orient the commercial policy towards sectors with a higher technological content, starting with the automotive sector, with an attentive and sensitive presence, capable of conveying trust and confidence in the product and service.
 - Develop commercial contacts with industrial vehicle and car manufacturers in Europe and their first-tier suppliers in an increasingly deep and systematic manner.
 - To pay constant attention to the explicit and implicit requirements of the customer and to punctually verify that the answers are effective with respect to expectations both technical and of punctuality and seriousness in the execution of the supplies.
 - Keeping customers' interest in the organisation high by involving the whole company in the "Customer Oriented" management of all processes to give them satisfaction in terms of quality, price and service.
 - Take care of staff training and education activities in order to offer the customer a highly qualified staff capable of meeting all his needs. Tying the professional growth plan to the technical evolution of the products and services to be offered, such as the development of computerised company management and the training of the staff involved.
 - Increasing the responsibility and awareness of all staff with regard to meeting customer specifications. Involve staff at all levels in targeted visits to customers to highlight the high level of quality with which we must operate, to increase the sense of belonging and pride and to transmit it to the customer with this type of initiative.
- To involve all staff in the path to be followed to achieve the objectives and targets set annually by the General Management.
- Launching a process audit activity at suppliers to increase the quality of the products supplied and to ensure constant improvement of the product supplied to our customers.

The development of the management system is based on the verification of the opportunities and threats of each business process. Organisational development based on risk analysis.

Meeting the challenges of flexibility and high-precision part production are the challenges we normally face in order to satisfy our customers.