

AGRATI AEE Top Management, knowing the importance and the necessity to demonstrate and document to the Customer the strength and the capability of product, has decided to build a strong Quality System according to UNI EN ISO 9001:2015 norm.

AGRATI AEE Top Management is engaging the company to reach the goal of the maximum satisfaction and fulfilling the expectations of their customers regarding the design, manufacturing, and marketing of Die Casting Machines for Zamak, Magnesium, Lead and Aluminium and the related products and options. This in the absolute respect of the safety requirements applicable on this market and within the company quality policy by the implementation of an internal Quality management system based on the ISO 9000 family norms.

AGRATI AEE assures the maximum effort to respect the Customer requirements, when applicable, such as limit values for logistics equipment, economic and financial situation, and availability of professional skills.

Other objectives of the AGRATI AEE quality policy include the following:

- The spread and understanding of the Quality Policy.
- The obtainment of the ISO 9001:2015 Certification for the internal Quality management system by an accredited certification authority.
- Spreading the Quality culture through all Company levels, by specific training activities, so that the Quality management system will be comprehended, kept, and maintained by all the company levels.
- Keeping as focus the aptitude, constant application, and preservation of the optimal conditions for the Quality management system as main management tool.
- The definition of statistical techniques and quality indices such as means and quantitative parameters to be monitored and analyzed with a view to continuous improvement of the Quality Management System.
- Compliance with all laws, applicable technical regulations including any regulations signed by the company.
- Customer support bringing innovation and reliability through the integration of the best available technologies.
- The choice of suppliers that act in the perspective of a continuous improvement of the quality in the release of own products and services.
- The pursuit of continuous improvement of existing technologies and plants and equipment to improve quality aspects.

With specific reference to the year 2023, the objectives of AGRATI AEE are:

- Encouraging employee training on quality and safety.
- Enlargement of the market to new sectors.
- Development of new type of machines.
- A Constant Reduction in Internal Non-Conformities and Complaints.
- Ensure correct design of the machines and correct validation of production processes.
- Establish profitable collaboration relationships with all suppliers.

AGRATI AEE implements the above by pursuing:

- Compliance with mandatory norm and regulations, to ensure the safety of users and their employees.
- The objective of customer satisfaction that translates into understanding and embracing their needs and criteria of service acceptance to give these aspects an efficient solution, effectively and satisfactorily in a comprehensive manner to achieve customer loyalty over time.
- Continuous and constant improvement of internal efficiency, with the consequent reduction of errors, inefficiencies and waste.
- Consolidation of market positions and acquisition of new customers.

To reach this goal, the Company operates:

- With efficiency, that is with the highest level of competence and updating in the own activity.
- Effectively, so that the contractually defined objectives can be achieved within the set time frame.
- With reliability, to establish a relationship of trust with customers aimed at encouraging the achievement of the objectives set, the manifestation of latent needs and continuous improvement.

CEO of AGRATI AEE,

Giorgio Colombo

Verdellino, 11 January 2023