

Quality Policy

*of Heat Treatment Services for the
Aerospace and Defence Sectors*



This **Quality Policy Statement** is the "translation" of the more general Corporate Strategy Policy related to the Integrated Management System. This clearly emerges from the provisions stated by the Code of Ethics that GF-Elti has adopted.

Targets / Objectives

- To guarantee to customers in the Aerospace and Defence Business the compliance with the standards SAE AS 9100D regarding Heat Treatment Services;
- To continuously pursue improvements of Quality and Efficiency of services provided in order to ensure Customer Satisfaction;
- To ensure the prevention of complaints related to orders received;
- To ensure a constant communication and collaboration with all parties involved, both internal and external to the Organisation.

Principles

- Attention to present and future needs of Customers and Stakeholders;
- Identify and mitigate in advance possible drawbacks that might attempt to the achievement of satisfaction of either GF-Elti Customers or their related Customers;
- To involve Corporate Personnel in the achievement of Company targets, through a motivating Working Environment that grants Continuous Professional Growth;
- Process-Based approach and careful management of the relationships that bind the processes involved;
- Continuous improvement as main principle of every single activity and process;
- Mutually beneficial relationships with Suppliers;
- To avoid any form of waste and inefficiency that may impact negatively on the cost of the service and, as a result, on sales prices to customers.

Every member of the organization is invited to actively participate in the implementation process of the principles stated above with commitment, attention and determination. We strongly believe that the effective application of these principles is able to greatly contribute to the creation of the best conditions to work in a professional and satisfying way.

19 April 2019