

Compagnucci High Tech specializes in the design, production and sale of wire accessories for furniture and kitchens.

For Compagnucci High Tech, which boasts a forty-year experience, Quality is a fundamental component of company principles. In recent years, also through the collaboration with some international customers, Compagnucci High Tech has received a further push towards the raising of quality standards. To this end, increasing resources have been dedicated to improving the quality of the product and service.

The Management of Compagnucci High Tech promotes the culture of quality through the commitment of all those who work in the company and for the company. This requires everyone to be involved and aware of their role and responsibility in achieving the objectives of quality and continuous improvement.

## **COMPANY VISION**

The vision highlights what a company wants to be. It focuses on tomorrow, provides clear criteria for "decision making" and is therefore immutable in the history of a company because it constitutes a set of reference values.

Compagnucci High Tech vision is based on the following principles:

- customer satisfaction must be the main company objective;
- customer care ensures that the commercial and technical approaches are oriented towards maximum transparency and offer tailor-made solutions suited to the different needs in terms of size and services associated with the supply requested;
- the growth of the company can only take place through the training of its human resources and the care of professional growth for all company personnel;
- collaborators are the main resource available, so the only viable path is the one that provides for their full involvement;
- the continuous improvement of its management system to achieve ever higher levels of excellence must be pursued daily at all levels of the organization.

## **COMPANY MISSION**

The company mission is the reason for the company to exist, it describes what the company wants to mean for the market in which it works, it clarifies what it stands out from its competitors

Compagnucci High Tech's mission is based on:

- the ability to create products with high quality characteristics that comply with internal requirements, of the customer, of the current legislation and with the continuous search for innovative proposals to become a point of reference for customers, offering a non-standardized product and measured to the many requests for customization of customers;
- make customer goals their own;
- ability to renovate its products, even with the help of the most modern production processes;
- produce with personnel with high professional skills, who can pursue the quality and the absence of non-compliance.

The Management also intends to ensure the pursuit of its objectives through:

- The use of the approach for processes and of the risk-based thinking;
- The respect and the guarantee, for its own activities and its own products, of the full compliance with the legislative provisions foreseen by the community, national and regional legislation, as well as the agreements signed with public and private bodies;
- the accurate control of all the design and production phases and a commercial development aimed at seeking increasing market shares;
- The technological innovation and the development of its resources;
- The attention to all the parties involved in the company and the compliance with the relevant requirements when they are significant for the Quality Management System;
- the pursuit of the effectiveness and efficiency of its company management system according to ISO 9001: 2015.

The Management plans to define, on an annual basis, specific indicators, measurable objectives and actions useful to pursue them, all in absolute consistency with the principles expressed above, which therefore represent the structural framework of reference.

The Company is aware that the goal of quality assurance requires constant commitment from all the staff and that it can only be successfully achieved through a systematic approach to quality issues.

The Company believes that its internal and external collaborators are the main resource available, so the only viable path is the one which involves their full involvement.

The Management firmly believes in this and commits itself to spread and promote quality in the company.

**Santa Maria Nuova, May 14th 2018**

**General Manager**

**Marco Serafini**