



# AirPower

# Quality Policy

AIR POWER GROUP S.R.L.

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With the drafting of this document, the Management of AIR POWER GROUP S.R.L. intends to explain a reference framework to guarantee the primary objective of regularly supplying machines and equipment for the ceramic sector, including all design, production, marketing and after-sales assistance activities, in order to satisfy the Customer's and mandatory requirements of relevance, as well as to be an attentive, punctual and concrete partner.

To pursue this mission we are committed to guaranteeing a high level of quality through the constant improvement of company processes.

Customer satisfaction and loyalty as well as the constant increase in the number of Customers are the main indicators of the achievement of our objectives.

The AirPower management system aims to be a guideline and support so that the various phases of all company processes can be carried out in compliance with high qualitative standards, guaranteeing the achievement of the primary objective of customer satisfaction, as well as continuous improvement of all flows, and internal involvement at all levels.

## STRATEGIES

The defined objectives will be achieved through the following strategies:

- **CONSTANT IMPROVEMENT OF COMPANY GROWTH OBJECTIVES AND CONTEXTUAL COSTS OPTIMIZATION:** confirming its presence on the national and international market;
- **CONSTANT INCREASE IN DIFFUSION ON THE INTERNATIONAL MARKET:** through a constant relationship with the authorized agencies in order to expand the customer base;
- **SATISFACTION OF ITS CUSTOMERS IDENTIFIED AS STAKEHOLDERS:** through compliance with commercial agreements, delivery times of products characterized by high quality standards and meeting the Customer's technical needs and customization requests;
- **PERIODIC ANALYSIS OF CUSTOMER NEEDS AND RELATED ASSISTANCE:** through adequate development of the after-sales service;
- **IMPLEMENTATION AND MAINTENANCE OF AN ISO 9001 SYSTEM:** maintenance and continuous updating of the Company Quality Management System for the design, production and sale of machines and equipment for the ceramic sector, as well as for carrying out weighing activities for determining the " Verified Gross Mass of the Container" (VGM) according to Method 2 provided for by the amendments to Chapter VI Rule 2 of the SOLAS Convention 74;
- **CONSTANT FOCUS ON RESEARCH, DESIGN AND DEVELOPMENT:** to identify new patents in line with market developments;
- **CONSTANT MAINTENANCE OF A MUTUALLY BENEFITABLE RELATIONSHIP WITH SUPPLIERS AND STRATEGIC PARTNERS:** establishing clear and open partnership relationships and identifying ongoing collaboration activities;
- **MAINTENANCE OF OUR OPERATORS' COMPETENCE** through periodic training and their active involvement to improve production flows.

The General Management  
**AIR POWER GROUP SRL**

Casalgrande, January 8<sup>th</sup> 2024

