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TITLE	<b>MSGQA – Attachment No. 2 RESPONSIBILITY OF MANAGEMENT</b>		

## **POLICY FOR QUALITY**

Flexider s.r.l. is part of IMCI Group, international group operating in the development and production of flexible components for the industry in America, Asia and Europe; the activities carried out on Turin site are the "Design, development, testing and production of flexible metal joints for the aeronautical sector produced through cutting, cold forming, bending, machining, welding, non-destructive testing and testing of process." The reference context is the Aerospace market that requires continuous high specialization, compliance with a wide range of obligations and performance in terms of quality and sustainability for the maintenance and growth of the business. The final goal of the whole Company is to "achieve full Customer satisfaction" through compliance with process requirements and products released, which must:

- Maintain and improve the Environmental Management system compliant with the AS9100 standard to ensure the monitoring and evaluation of the environmental performance of the Company
- Meet and satisfy Customer requirements
- Review on a regular basis, context and strategic direction
- Improve the system for identifying and assessing the expectations of all relevant stakeholders in order to provide a product that meets the specifications
- Set, review on regular basis and satisfy quality goals
- Comply with applicable regulations and specifications
- Be supplied at a cost which yields a profit

The Customer is seen as an interested party, being the recipient of the Company's activity since the Customer's requirements are at the base of all operational processes and the Customer's evaluations will allow the head of the Company to initiate any necessary improvements.

The Company has been organised so that processes, technical, administrative and human factors, which directly or indirectly influence compliance to product requirements, remain under control in order to reduce, eliminate and above all avoid quality deficiencies.

Through the above-mentioned programs, it became possible to identify the suitable tools for understanding the essential characteristics enabling us to meet the Customer's expectations:

### **DESIGNED QUALITY**

What we want to supply and how

### **DELIVERED QUALITY**

What we actually deliver

### **EXPECTED QUALITY**

What the Customer wants

### **PERCEIVED QUALITY**

What the Customer believes it has received

### **COMPARED QUALITY**

Our position on the market

Since "Continued Improvement" has always been one of the Company's mainstay goals, and can be achieved only through applying the newest and most effective tools, the Company's head has organised itself with an "Approach by processes and risk-based thinking", which represents the organisational answer to the ever more demanding requirements of the market.

Torino, 13<sup>th</sup> January 2018.

Manager Director  
 Davide CERRITO