

Chiuduno (BG), 30 March 2018

TESPE s.r.l. has as its own mission the production and trade of technical fabrics for thermal insulation and industrial gaskets for high temperature; the company aims to accomplish the mission by distinguishing itself through the ability to satisfy, in a particular way, specific and non-standard customer requests, as well as suggest and implement solutions that, otherwise, are difficult to be found on the market, with never losing sight of safety.

In order to improve the quality of supplies to its customers and make internal processes more effective, the management of **TESPE s.r.l.** has decided to implement and maintain the Quality Management System in accordance with the requirements of the UNI EN ISO 9001 standard.

The objectives that the company intends to achieve in order to pursue its mission and vision actively are:

- creating products that are increasingly necessary for the client's application needs;
- making precise and punctual deliveries;
- managing company costs carefully to guarantee a structure that is solid and continuously present on the market;
- expanding on domestic and foreign markets;
- improving regularly the functioning of business processes.

To achieve the above-mentioned objectives, the following tools have been identified:

- a careful analysis of the context in which the company operates in order to determine corporate strengths, critical issues and expectations of the stakeholders;
- a systematic analysis of the risks connected to the critical issues and the opportunities connected to the strengths in order to define detailed plans which will mitigate the former and allow to take the latter;
- a systematic application of work procedures and instructions that reduce errors, mistakes and waste of time for foreseeable causes;
- the activation of appropriate corrective (or preventive) actions for nonconformities (or potential nonconformities) both within and external to TESPE s.r.l.;
- the attention in the relationship with customers with the desire to collect any sign of dissatisfaction (even if not directly expressed);
- the increase in the level of computerization of company processes, in particular for those processing involving production and warehouse activities;
- the increase in technical knowledge through the study of specialized magazines, participation to exhibitions and refresher courses.

For that purpose and in order to encourage continuous professional growth of personnel, TESPE s.r.l. intends to spread and develop the knowledge and awareness of Quality at all company levels, even by means of training. Each year, as part of the Management System Review, the Management will formalize an "Improvement Plan" which takes into account the identified risks and opportunities and to which reference should be made for the vision of the Quality objectives and specific commitments. The Management asks the staff involved to actively participate in maintaining an effective and efficient Quality System.

Thank you for your collaboration,

The Management