POLICY AND OBJECTIVES

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1   Policy and Objectives

OSAIcnc is aware of the challenges and opportunities that the market imposes and that to face the challenges we need quick and successful decisions.

The decision-making process is based on the collection of information, the analysis of the same and the elaboration of evolutionary scenarios, in order to plan the business strategy.

OSAIcnc, therefore, considers it of fundamental importance to have an organisational system that allows to harmonise and to keep under control its own processes and the collection of the information deriving from them.

Pursuing business effectiveness and efficiency means overcoming challenges and identifying opportunities. It is in this perspective that OSAIcnc has decided to establish, first, the achievement and maintenance of a Quality Management System in compliance with international standards ISO 9001, to ensure greater internal efficiency and a better predisposition to meet the needs and expectations of customers.

The Management, in accordance with the requirements of UNI EN ISO 9001:2015, establishes, implements and maintains a policy for Quality that:
- is appropriate for the purposes of the organisation,
- includes a commitment to meeting requirements and continuously improving the effectiveness of the quality management system,
- provides for a structural framework to define and review quality objectives,
- is communicated and understood within the organisation,
- is made available, where necessary, to interested parties,
- is reviewed for continued suitability.

The staff is stimulated through training activities and moments of verification of the work performed, streamlining the work and tasks of all. The conscious and convinced contribution of all   resources   is   the   indispensable   prerequisite   for   achieving   the   objectives.

<u>Continuous improvement and customer satisfaction</u> are the basis of the philosophy of OSAIcnc.

OSAIcnc considers the achievement of the highest degree of customer satisfaction and compliance with mandatory requirements applicable to products the fundamental objective to be pursued to maintain and increase its level of competitiveness in the market.

Satisfying our customers means offering, in compliance with legal obligations and mandatory regulations, products and services with technical and qualitative characteristics of excellence to meet their needs and achieve complete customer satisfaction and loyalty.

To pursue business effectiveness and efficiency OSAIcnc relies on its <u>strengths</u>:
1. OSAIcnc offers on the market numerical control solutions recognized and appreciated for performance and flexibility. OSAIcnc numerical controls can handle complex machines for machining on 5-axis machines with multiple parallel processes, in areas such as glass and stone, wood and composites, light metals, sheet metal, as well as in additive manufacturing applications ("3D printing").

2. It has in-depth industry knowledge, high analytical and development capacity and flexibility of adapting products to customer needs.
3. It has highly qualified independent personnel at all stages of the development and support process.

Objectives 2022: OSAIcnc aims for 2022 the achievement of ISO 9001 Certification and the achievement of KPIs defined for the QMS.

The OSAIcnc management reviews its quality policy annually.

HISTORY OF THE VERSIONS

Date	Version	Review description	Owner
06/09/2022	1.0	First release	QMS Manager