



Quality Policy

F.T. Export s.r.l. intends to strengthen its presence on the International market through the achievement of important targets ranging from the strengthening of its image, to the high knowledge of the market, to the strong awareness that **quality** consists, as well as the ability to achieve the satisfaction of customer requirements above all in the ability to **“propose new products and services”**.

The activities carried out by the organization consist of:

Provision of Procurement and Supply Chain Management services, product research, technical analysis, logistics planning of international budgeting and marketing of spare parts for industrial vehicles, equipment for workshops, materials and equipment for construction, materials and accessories for plant engineering in the distribution and treatment of water sector, industrial production, irrigation, fire prevention, oil and gas, according to specifications provided by the customer.

In the definition of its policy, **F.T. Export s.r.l.** considered:

- @ Continuous pursuit for full satisfaction of all the explicit and implicit requirements of customers related to their products and services.
- @ Guarantee of compliance with the mandatory laws and regulations relating to the products and their business.
- @ Continuous improvement of its Quality Management System and of the processes and products it manages.
- @ Analysis of risks and opportunities.
- @ The level of satisfaction expected and desired by the customer and by the interested parties.
- @ Needs and expectations of the Property.
- @ Contribution of suppliers.
- @ Health and safety of its employees/collaborators.
- @ Compliance with safety and environmental legislation/ regulations to ensure a safe and adequate working environment, with the aim of preventing accidents and improving working conditions, as well as preventing/minimizing pollution and possible environmental risks.

The overriding commitment of **F.T. Export s.r.l.** is to offer **products and services that comply with the mandatory regulations of the reference sectors with the customer's requirements and with high quality**. The **high level of knowledge of the foreign market** and the **professionalism of all operators** combined with the ability to adapt to the consistent changes and needs of the market, have always been strategic factors of the organization.

The company is also committed to providing valuable customer support through its sales representatives, which, with their supply of information, allow the company to better meet their customer requests.

F.T. Export s.r.l. undertakes to support customers by providing them with products that meet the required technical specifications, in line with the market and its evolution.

F.T. Export s.r.l. commits to maintaining a high standard of its products and ensure compliance with the requirements of the same, in accordance with what it declares on its offers.

Supply of efficient and effective services in terms of **punctuality, price, and speed of delivery**, as well as **technical / commercial** support to customers are all essential requirements of **F.T. Export s.r.l.**

F.T. Export s.r.l. also sets itself the **consolidation of the corporate assets** in order to ensure the return on the capital invested to allow the company to invest in its own growth.

With this in mind, the organization engages to **select its suppliers** who must be able to guarantee high quality products and compliance with mandatory regulations.

F.T. Export s.r.l. controls the level of satisfaction of its customers, in order to maintain a high standard and customer focus.

The company undertakes to analyze the risks and opportunities to which it is subjected, in addition to the market in which it operates and its competitors, in order to better manage possible interference and problems before they arise.

F.T. Export s.r.l. commits to share with its collaborators and employees the phases and structure of quality management to make them aware and informed about the procedures and benefits brought by the implementation of this system. The results achieved following the certification and the critical points to be improved will be disclosed through informative meetings, in order to increase the collaboration of internal and external personnel and improve and increase company quality. Concerning its employees / collaborators, the organization pursues the double objective of professional growth and **continuous improvement of the work environment and the level of safety.**

The company aims to broaden its client base and to this end it is evaluating the possible channels through which to expand the market.

The company currently wants to improve and expand sales to its existing customer base and also aims to seek out new customers in new markets through the use of new commercial strategies and using trade fairs in order to improve knowledge of market demands.

On the basis of the data provided by the Quality System Manager and other function managers, the CEO reviews and updates his policy, objectives and related indicators annually to ensure that these maintain their effectiveness and undertakes, if necessary ,the appropriate corrective, preventive and / or improvement actions.

C.E.O
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