



MATTIAZZI

HAND MADE IN ITALY

POLICY OF THE QUALITY AND ENVIRONMENT MANAGEMENT SYSTEM

The mission of *Mattiazzi Srl* is mainly focused on the production of high quality wooden furniture items.

One of the most important objectives of *Mattiazzi Srl* is to guarantee the growth of the Company by trying to reach the complete customer satisfaction in terms of quality, by offering products of sophisticated design and high quality materials, reliability and efficiency of the manufactured product and of the provided service, and to manage the company in a long-term view, taking the approach of the reduction of negative environmental impacts and promoting environmental protection and pollution prevention.

Moreover, the Company established the following practical objectives:

- Minimize the complaints received and the reprocessings, by recording these events and analysing the causes;
- Continuous and qualified training of all employees, in order to increase their knowledge, to improve service performances and customer satisfaction;
- Continuous and qualified training of all employees, in order to minimize negative environmental impacts and to sensitize them towards importance of the contribution of each to reach quality and environmental objectives;
- Respect of the expected processing times and of the guaranteed quality standards;
- Increase of the quality standards of the processes and guarantee their complete compliance with the customers' requests;
- Selection of product and service suppliers based on environmental requirements defined by the Company; regarding the wood suppliers, *Mattiazzi Srl* aims at using only FSC/PEFC certified companies;
- Selection of packaging made of materials with low environmental impact; in particular, *Mattiazzi Srl* uses mainly paper and cardboard, which are recyclable materials.
- Choice of renewable energy sources: *Mattiazzi Srl* fully covers its energy needs using energy coming from its photovoltaic system;
- Constant monitoring of environmental impacts;
- Choice of innovative technologies for pollution prevention;
- Continuous control and respect of the applicable regulations about environmental aspects.



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The concepts that *Mattiazzi Srl* believes should be implemented with concrete actions, to achieve these objectives and continuous improvement of its performance, are:

- The quality and effectiveness of provided services are the primary factors leading to customer satisfaction and trust, and essential strategic elements to support Company's efficiency, image and market presence;
- The competitiveness is given by the high quality product, that is guaranteed by careful selection of wood, which has technical and aesthetic characteristics adequate for the subsequent processing, by the research of sophisticated and modern design and by application of special processing techniques, that combine the particularity of a hand made product to the efficiency of an industrial production.
- The quality of work in all areas of the company reduces waste, encourages the internal communication, reduces the possibility of mistakes and helps to create a work environment characterized by the satisfaction of the staff;
- Pollution prevention and resources protection are criteria according to which activities and processes planning is made;
- The contribution of the whole Company staff is significant to achieve the quality and environmental objectives.

The guidelines for the management of business activities are:

- The needs and expectations of the customer / market must be properly identified, recorded, understood and communicated within the Company, at every level, and they must be intended as a guideline to improve the performances of the staff;
- Customer satisfaction also results from the respect of the given delivery times: it is important to plan the production properly, at every stage, even taking into account the needs of third companies that take part to the production process, and it is essential that each function respects the assigned delivery time;
- It is important to take care to existing relationships with customers, through the maintenance of guaranteed quality standards and the evidence of their continuous improvement;
- The competitiveness is given by the constant attention to the market needs, to the trends in the furniture market, to new materials and technological innovations and to emerging figures in the furniture design at international level;

MATTIAZZI SRL Via Sottorive,19/2 33048 S. Giovanni al Natisone (UD) Italy
info@mattiazzi.eu www.mattiazzi.eu T +390432757474 VAT 02313240307



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- Customer satisfaction comes from the performance level of each function and each component of the Company, their integration and from the commitment of the employees to a continuous improvement, not only of the quality standards but also of the production flexibility and response times;
- With his experience, the company staff is the essential factor to reach the level of competitiveness and profitability required to ensure the growth and a long life to the Company; therefore the continuing education and training of all people working is a commitment for all;
- When environmental objectives are identified, the technological innovations offered by the market have to be considered as an opportunity to meet them;
- To maintain the presence on the national and international market the visibility is very important. Therefore, efforts in commercial activity, advertising, presentation of the brand to the public are significant.

This policy is publicized with the personal commitment of the Company leadership and its staff, through regular business meetings, meetings with employees on specific issues related to quality and environment system and its application (planned by internal or external staff), individual or general written business communications.

This policy is also made public through the publication on the Company's website.

This policy can be revised on the occasion of the Management Review or when changes and modifications at strategic objectives, activities and environmental aspects occur.

Customer satisfaction, competitiveness, profitability and growth of *Mattiazzi Srl*, and the continuous improvement of pollution prevention performances, are logical consequences of the application of policies, guidelines and behaviours expressed, promoted, distributed and supported by the Company leadership.

The Company