



COMI S.p.A. has been operating for years occupying a leading position in the international market of the refrigerator industry, designing and manufacturing production lines for thermoformed products.

The consolidation of this position has led, over time, COMI S.p.A. to seek the completion of its proposals, studying integrated solutions that include the designing and construction of presses, and CNC machining centers, automatic lines and industrial robotic centers for automotive / white goods as well as laser and waterjet cutting systems. This has been able to provide its customers with complete, "turnkey" systems for the production and finishing of the parts and, at the same time, diversify its activities in complementary sectors (automotive, nautical and aeronautical).

The main objective of COMI S.p.A. when dealing with a customer, is to be able to supply not only a machine, but a production solution, capable of satisfying even the most demanding expectations, as required by a market in which competitiveness is increasingly intense and customers are looking for qualified skills.

Therefore, starting from the quality of the product and the technological solution, designed according to the EDMAS principle (Everybody Deserves the Most Appropriate Solution), COMI S.p.A. pursues attention to detail, aware of how much the details make the difference and constitute a key factor for success.

The choice to also consolidate its organization, following the indications of an international standard of recognized validity, and to define and disseminate its own Quality Policy is part of the strategies implemented to pursue these objectives.

Obtaining customer satisfaction, trust and loyalty, ensuring full compliance with customer requirements and the mandatory requirements applicable to the product are fundamental requirements for an organization that wants to be and remain a leader in its reference sectors.

The Quality Policy and the consequent adoption of a Quality Management System therefore constitute a commitment with which the Management wants to guide the efforts of COMI S.p.A. in its growth process and in the continuous improvement of its performance.

But with the adherence to the principles of quality management and, in particular, with the adoption of a process approach and with the development of a way of thinking based on the analysis of risks and opportunities for COMI S.p.A. the whole organization that is called to a crucial step in its history.

The Quality Policy, which aims to guide this step, and which is resumed and developed year by year in quality objectives and programs, identifies, in particular, the following business aspects as



necessary to guarantee its success:

- organization of all business processes, defining their impacts, in terms of risks and opportunities, for the strategies of COMI S.p.A. and identifying suitable performance indicators to guide management and measure improvements;
- identification of the relevant factors for assessing the degree of Customer Satisfaction, defining the expected levels in terms of opportunities for consolidation and further development of relationships and the actions to be taken to counter the risks associated with the non-satisfaction of requirements and expectations;
- pursuit of design guidelines oriented towards solutions that favor the reduction of energy consumption and business management according to the principles of "Industry 4.0";
- involvement of the staff of COMI S.p.A. who, feeling part of a team aimed at pursuing business success, continue to create and find the most appropriate atmosphere and stimuli for the development of their skills by putting them at the service of the entire organization;
- involvement of Suppliers and Industrial and Commercial Partners, to continue in the process of common growth by continuing to create the conditions for obtaining high levels of contributions and collaboration;
- Resource management (financial, infrastructural, human and environmental), so as to ensure continuity in the growth process of COMI S.p.A.

The General Management has primary responsibility for the achievement of these objectives and carries out their periodic review, promoting the appropriate improvement actions for the subsequent period and ascertaining the continued suitability of the Quality Management System and the Quality Policy with respect to the business strategies.

This Quality Policy is disseminated to all staff, taking care, over time, full understanding and sharing so that everyone can be aware of their role and their contribution to the overall effectiveness of the Quality Management System and to achievement of improvement objectives.