



Quality Policy

Efficiency and Customer Satisfaction

The policy of Galperti Tech Forged Products S.p.A. is based on caring the relationship with the client in order to understand the explicit and implicit needs: the objective is to satisfy them and, if possible, to exceed their expectations improving continuously the quality of supply.

The customer is very important also because their needs and expectations are transformed into requirements for products and services, minimizing costs and maximizing the results.

At the same time, internally, the goal is to optimize our performance in order to confirm and improve the company's position in the national and international market.

With the experience gained over the years (EX Galperti Engineering & flow control S.P.A. Tech division) and the technical and manufacturing expertise, the company has achieved a leading position regarding the industrial market, marine / naval and in the last years is emerging also in the market for renewables, wind in particular.

From 2022, Top Management decided to apply the PED regulation to the existing Quality Management System, following the development of a new type of product - the insulating joint and the desire to market it in Europe as well.

In order to maintain and, if possible, improve over time this actual position, and with the conviction that customer satisfaction represents the key factor that makes the difference in an increasingly competitive market, the Direction is committed to pursue a policy that places the client at the center of the activities, aiming to reach the following objectives:

- Satisfaction of the needs, both expressed or implied, of our customers with the completeness of the released documentation, the after-sales service with guaranteed response in case of defects by Galperti Tech side.
- Growth and continuous improvement of our quality system, through risk assessment and related objectives, in order to create internally an organized work environment, efficient and effective to offer customers a better service.
- Acquisition of new customers and markets, broadening the range of offered products and the possible applications through research and feasibility studies.
- The satisfaction of the binding legal requirements and further agreed preventively with the customer
- Continuous research of improvement through the study and the search for possible opportunities due to political, social, economical or legislative factors

The strategy that we have identified for the Company's development in the coming years is:

- Strengthening of the image of the company regarding both national and international markets through the expansion of the production range
- Suppliers selection and continuous research to identify the ones capable of ensuring, in addition to the product or service quality, also the respect of the timing (intervention or delivery) and the prices containment
- Creation of an optimal work environment in terms of safety, organization of work, responsibilities and skills definition, data collection and process information. The internal efficiency is represented by the satisfaction degree of each department, motivating their commitment and their importance to pursue the continuous improvement.

In this regard, our personnel, considered the main source of our success, is increasingly encouraged and empowered to increase their motivation, capacity and awareness of the importance of meeting customer requirements.

Colico, 16/07/2024

Managing Director