

QUALITY POLICY PLANNING YEARS 2019/2021

On the basis of the previous three-year plan, it is noted that the market changes already announced are in progress. A fundamental imperative for OCAM is to strengthen its presence on the national market in the face of a constantly declining market, but even more so, to set itself as a basic strategic objective, development and all activities related to it, aimed at determining significant results in the coming years, of commercial penetration on European and extra-European markets. The challenge based on corporate competitiveness will focus on policies based on the quality of the product offered, in terms of services, economic solidity, flexibility, resilience, that is by demonstrating adaptability in terms of positive and proactive responses to evolutions and mutations in the making of projects that are usually completely revised. It will be necessary to introduce oneself to potential customers and to our consolidated and non-consolidated suppliers, proposing innovative technical solutions, integrated systems, team logics. It will be necessary to **systematically** plan all the processes highlighting the dynamics to be implemented.

The following objectives have been identified:

1. Strengthening of order management control - insertion of new professional figure;
2. Search for assembly companies to be considered as allied partners for penetration into foreign markets;
3. Continue with the improvement of training for production and transport personnel;
4. Continue to develop operational procedures aimed at raising the quality level of production;
5. Continue with the evaluation processes of new production systems and types of work: agreement with the University of Pisa for a new project for the construction of vertical warehouses with commercial and non-bent profiles;
6. Develop agreements with the partners of the disused ISW Business Network;
7. Obtaining of UNI EN ISO 14001: 2015.

1. Strengthening of organizational efficiency based on greater order management control;

This activity requires the market research of an adequate professional figure.

2. Improvement of the commercial policy with the identification of assembly companies to operate in foreign markets that can also contribute to generating new business opportunities;

This activity will be promoted solely by the commercial management.

3. Search for partners on foreign markets;

This activity will be promoted solely by the commercial management.

4. Improve the training of production and transport personnel;

We continue with specific training courses organized with external speakers.

5. To achieve qualitative levels that are completely satisfactory to the Customer

Continue with specific training courses for employees, with expert consultants on management issues, quality system, waste management, protective treatment management.

6. Quality in production:

Improve specific checks on welds, weld re-examination, flap cleaning, pre-assembly of structures for knot testing. Equip yourself with welding control instruments in autonomy. Specific training for inspection staff.

7. Quality in the budget study phase and in the preparation of the offer:

Continue with the training of sales personnel on issues related to production, site management, design regulations and EN 1090-1-2.

8. The commitment undertaken in the previous three-year period is renewed so that, through a more rigorous commitment to compliance with the Company's Quality Management System, it can be set on the following commitments of the Management and of all company personnel:

- The achievement and enhancement of the Customer's satisfaction, creating works that comply with the design documents and the needs of the same;
- The continuous improvement of the effectiveness of the Quality Management System as a method to improve products and services by optimizing production costs;
- Compliance with applicable laws and regulations regarding quality, safety and the environment;
- Reduction of production costs with better planning of activities;
- Reduction of errors and non-conformities, also through an assessment of risks and opportunities;
- Better efficiency and control of the entire company system;
- A reduction in supply times;
- Greater production flexibility;
- The search for stable collaborations, the definition of settings and unique criteria between the company and stakeholders through the identification and approval of an ethical and behavioral code.

The key concepts defined by the company management are reiterated below:

Customer-oriented organization

Set up the commercial structure so that the offer can include more activities: management of the estimate based on increasingly complete works, with complementary works able to satisfy the client's requests. Operating procedure summarized as follows:

- To formulate offers based on a complete and clear definition of the design documents and any needs and expectations of the Customer and of the mandatory requirements;
- Enter into contracts that do not present areas of uncertainty by clarifying and resolving, with the Customer, any differences between the offer and the request;
- Involve the Principal or its representative in planning the construction activities;
- Carry out the implementation activities under controlled conditions to ensure that the products comply with the requirements;
- Measure how much the overall performance of the Company has satisfied the requirements of the Principal and the mandatory ones, in order to acquire information for process and system improvement decisions;

- Make use of reliable and professionally trained partners.

Recruitment of a new professional figure to improve:

- The relationship with the customer during the order management phase, to ensure the company better management control.

Involvement of suppliers and stakeholders in general

The supplier and / or partner in general, who participates in the Company's production process, must be carefully selected as it is considered a living resource and a fundamental reference in the process, therefore it must cooperate according to the principles and the requirements imposed by the Management.

In order to better monitor and evaluate the efficiency of the supplier and all the company's stakeholders, new, more incisive questionnaires will also be prepared, both from an administrative and contributory point of view.

Process-based approach and integrated management of the same

- To check if the activities included in a process have been carried out effectively and the predefined results have been achieved, in order to prevent non-compliance and continuously improve the effectiveness of the processes.
- To manage in an integrated and economically optimal way all the processes necessary to implement the Quality Management System, both as regards the management of the interactions between the processes (activities and responsibilities connected to a common goal / result), and because all processes contribute to the achievement of corporate objectives.

Decisions based on facts

To maximize production, reduce costs, improve the performance of the Company and therefore of processes, personnel, equipment, etc. decisions must be taken on the basis of objective data and information.

Continuous improvement

- Establishing measurable objectives for the relevant levels and functions of the organization, periodically verifying their achievement, deciding on the consequent improvement actions;
- Deciding on actions based on data analysis and information related to customer satisfaction measurements, process trends, system, suppliers, implemented improvement actions, etc.

The ISW business network: end of a journey.

The ISW Business Network Agreement has been terminated. However, we believe it is important to continue developing synergies and commercial agreements with former partners, so that we can continue to share resources, experiences, contacts and concrete promotional initiatives, aimed at shared commercial development.

The approach to foreign markets continues: a necessary need to cope with the negative growth of the Italian building sector.

- Identify partners already operating in the reference markets (France) to organize together penetration policies on the identified market.

A new structural solution regarding the construction of vertical warehouses is being examined, with the collaboration of the technicians of the University of Pisa.

The exam is an innovative project aimed at proposing a structural solution using traditional and non-folded commercial profiles, aimed at improving the efficiency of the frames to earthquake and wind actions, without increasing construction costs.

Formigine, 21th February 2019

CEO
(Galazzi Andrea)