

CARAVEL s.r.l. through the person of its General Manager, has decided to issue the following Quality Policy:

Considering the current markets circumstances, the technological know-how and the concrete situation of our facilities, we wish to expand our technical knowledge and the related fields of interaction with the context in which we have been operating since we started our activity.

In order to improve our organization, we have taken the decision to adhere to the requirements of the ISO 9001:2015 standards.

CARAVEL s.r.l. will pursue with convinced determination the following **goals**:

1. **Full and complete customer satisfaction**, paying attention to every type of third-party for any reason in relation with our company (stakeholders, employees, suppliers, public counterparts, authorities). We want to measure and understand input data through questionnaires, interviews, data-crossings and every kind of useful method to determine them.
2. **Regular check of the situation of our Quality System**. This is organized and built according to well established, defined and recognized processes, in order to achieve a real and measurable improvement. We check periodically our production cycles in order to detect unexpected or unwanted costs and inefficiency.
3. **Global approach to domestic and international markets, being aware that we are operating in very unstable, turbulent and always changing contexts**. This is the reason why we basically rely on a **risk/opportunity model** while analysing the environment in which our products are requested. We try to prevent as much as possible unexpected events, adopting a defined strategy rather than reacting to single events.
4. **Design** of water lubricated bearings, chromium plated bushes and puller-fitters always aiming at a constant upgrade of the product itself to the latest legal, commercial, engineering requirements in order to keep up with our clients' requests. These goals can be achieved thanks to dedicated software, 3D development tools and mathematical simulation in order to get a finished product which must be reliable as a whole and in every single detail.
5. **Approach to new partnerships to cooperate with companies and professionals** to achieve a better position on the markets, to enter new ones and to develop more profitable relationships with strategic clients and suppliers (these ones selected among those who already has an ISO 9001 certification, if possible). The company is engaged in avoiding regular commercial cooperation with companies which sell raw materials from countries and regions with acts of violence and war to manage, produce and sell these raw materials.
6. **Recognition and promotion of the expertise of our personnel**, giving way to individual enterprising spirit and informing the employees about the outcomes the most important ventures.
It is for us essential to let our employees know about being part of a team, where everyone plays a fundamental role and must be aware of it. The management will reward proven positive results when possible.
7. **Ability to meet more requirements than the mandatory ones**, promoting training courses and regular training plans in order to motivate our employees and let them know about the most recent research and benchmarks. This should be the way to justify the upgrade of our productive processes and a better and better level of satisfaction of our clients.

8. **Improve the level of communication and interaction** in order to increase efficiency and satisfaction. That may happen through regular meetings and discussions among the leading figures of each internal process.
9. **Promote** a culture of concrete and effective inclusiveness, especially in light of the significant social changes in the world of work and within the company itself, which currently sees a clear prevalence of employees from diverse geographic, linguistic, and cultural backgrounds.
10. **Limit and optimize** as much as possible the impact of the company's core production activities on the social and territorial context in which it is located.
11. **Limit and optimize** as much as possible the use of environmental resources and energy by implementing concrete measures aimed at reducing consumption.

The general management is responsible for a periodical check of the current Quality Policy in order to verify its suitability. The Quality Manual translate these commitments into concrete actions. The fulfillment of the current Quality Policy is the main task of the Quality manager of the company.

The General Manager

Erica Cacciabue

