

Mase Generators S.p.A. Management considers that " **business success of is the result of an excellent mediation between customers interests and suppliers ones , who must be satisfied both to their partnerships last, consolidate and increase over time**" and therefore our Quality Policy is defined and strongly driven by the following management principles and behaviors:

- Build a mutually profitable relationship with our customers, ensuring their long-term success, through the understanding of their needs and the needs of their customers as well
- Achieve our commitments for quality, cost, and schedule
- Enhance the systematic research and use of best preventive practices at all levels and ensure reliable risk management
- Drive continual improvement and innovation based upon efficient business processes, well-defined measurements, best practices, and customer surveys
- Develop staff competencies, creativity, empowerment and accountability through appropriate development programs and show strong management involvement and commitment

The company wants to maintain certification to the new ISO 9001:2015 standard as it is a strategic factor of competitiveness and qualification as well as evidence of the efforts made in pursuing the continued satisfaction of all our customers and partners.

BUSINESS VALUES

The Quality Management System is based on a **risk-based** approach that allows us to determine the factors that could cause process deviations from ISO 9001:2015, and to put in place preventive controls for minimizing the negative effects and enhance opportunities.

Mase Generators S.p.A. , considers the following values core of corporate life:

- **Customer orientation and product customization:** it is a priority for the whole company and it demands operational behaviors such as listening carefully to the customers 'requests, identifying and meeting their needs, helping them to choose the right product; customers can count on the company after the sale thanks to a qualified Service, always ready to provide adequate support;
- **PRODUCT awareness:** MASE GENERATORS S.p.A., to consolidate its image, focuses on constant improvement of its products' quality by seeking "green" solutions and orienting its design to the "Risk Management"; MASE GENERATORS S.P.A. researches innovation and strives to offer to the market best technical solutions always;
- **Environment respect and protection :** it means full compliance with the mandatory rule; , the whole production system is managed to guarantee environment protection ; Mase Generators S.p.A. is aware that environment represents a collective heritage and has to be protected ; focus on the environment is a target in every business activity, we use environmental friendly materials we act a correct waste disposal , and start new projects to the search noise and emissions reduction.
- **Clarity and transparency:** The company involves its personnel into its objectives; to control that they have been achieved, these objectives are methodically measured, in order to establish strategic decisions on shared data basis;
- **Process-oriented organization:** Mase Generators S.p.A.'s management structure is intended to achieve added value of each process; emphasizing internal contributions chain; therefore, each actor must be aware of his role and how it contributes to the achievement of company's guiding targets;
- **Care and staff development:** Company policy aims to enhance the human element that, together with the technical and technological elements, are the best basis for the creation of a real added value in all business processes;
- **Reliability and ethics;** these values must be applied in every relationship, with customers, colleagues, suppliers, institutions and other stakeholders; those values drive every aspect of corporate life.

MASE GENERATORS S.p.A. COMMITTEMENT

Mase Generators S.p.A. management means to be:

- Strictly compliant with the legal and mandatory rules in the design, manufacture and testing of its products;
- The partner who meets customer's requirements and assures the promised quality;
- The one that ensures the availability adequate resources in order to achieve quality objectives,
- The partner always searching problems prevention and its products continuous improvement;

Mase Generators S.p.A. will:

- review its management system to ensure its adequacy, effectiveness, efficiency and proper application over time;
- set annual targets and publish and disseminate them
- review Quality Policy and Risk Assessment
- ensure that its personnel is fully aware of the contents of quality policy statement and feel committed to implement it
- keep its stakeholders always informed about evolution of the company's context.

Everyone has to comply with these principles in his daily work.

Company's President
Luigi Foresti