

QUALITY POLICY

FCS S.r.l. is a company specialised in the design and manufacture of moulds, operating in the sector since the 1980s and headquartered in Bellusco.

Strategic business decisions depend strongly on the in-depth knowledge that Management has of the context and reference sectors. This underpins effective risk management, which enables the identification of opportunities offered by the market and the company's ability to guarantee customers ever-increasing added value.

The principles on which Management has chosen to build the company and its operations can be summarised as follows:

- **Experience and Expertise of Human Resources**

Our staff consists of highly qualified technicians and designers capable of meeting any requirement.

- **Technology**

Human capital is complemented by a company structure and philosophy based on fundamental values, including continuous technological innovation and the selection of the best materials.

- **Machinery and Laboratory**

Providing qualified technical staff with reliable and technologically advanced machinery and control instruments ensures customers a repeatability of expected results.

- **Customer Satisfaction**

Company growth is primarily driven by customer satisfaction, as customers must perceive the added value guaranteed by the organisation, its products, and its staff.

To this end, the sales department and General Management first and foremost monitor customer satisfaction trends through ongoing contact with their representatives, and every business decision must be made with the market and target customers in mind.

- **Continuous Improvement of the Effectiveness of the Quality Management System**

General Management has embraced quality principles for continuous improvement. Monitoring data and activities is a necessary step to identify possible areas for improvement and to provide valuable insights into the functioning of the Quality Management System. The continuous pursuit of small improvements is what guarantees the company an ongoing market presence, always aligned with the growing demands placed by customers.