

**Miselli s.r.l.**  
42122 Reggio Emilia – ITALY  
Via Caduti delle Reggiane 46/48  
Tel. 0522 550291 + 557580 – Fax 0522 331140  
Cod. Fisc. – P. Iva 00178200358  
Indirizzo web: [www.misellisrl.com](http://www.misellisrl.com)  
E-mail [info@misellisrl.com](mailto:info@misellisrl.com)



## EXTRAC FROM “QUALITY MANAGEMENT SYSTEM MANUAL”

### 1. SCOPE AND SCOPE OF THE SYSTEM

The main purpose of the Quality Management System is to obtain maximum customer satisfaction through efficient and effective internal processes. The focus on quality is a fundamental element of the corporate strategy and is therefore included in every function and role, involving the whole organization. This approach, more proactive, is nowadays necessary to remain competitive and stimulates the company to intervene on the causes of the problems and analyze the risks in order to reduce the negative consequences of the same.

The Quality Management System are applied to the design, production and marketing of accessories for hydraulic components in thermoplastic and metal materials. The addressees of the resulting actions are the staff of Miselli Srl, its management, customers, suppliers and others stakeholders who are involved in company activities.

### 2. QUALITY MANAGEMENT

All the company is involved in the management of the Quality Policy.

Company management plays an active role by promoting it in all company levels: its objective is to continue the business activity over time, increasing profit, improving and modernizing production processes, with particular attention to sustainability, reduction of environmental impact and work ethics.

These objectives pass through the use of renewable energy (photovoltaic system), through the use in the production cycle of molding waste and through the implementation of circular economy projects.

The main aim is to implement a quality system according to ISO 9001: 2015 standards and maintain this certification. From this derive company activities developed to maximize their efficiency, effectiveness and cost-effectiveness.

Quality management therefore translates into a series of key points and activities that involve not only the internal organization but also customers and suppliers.

- Customer satisfaction is the prerogative of Miselli Srl: it is important to be able to perceive and foresee his needs, to be flexible in response to special requests and to try to respect the contractual agreements. In addition, it is necessary to offer the customer an increasingly wide range of products at competitive prices but which respect the real business costs.

- A similar analysis can also be conducted with the supplier: the main objective, in addition to obtaining the best possible contractual conditions, is to involve suppliers as much as possible in order to obtain an exchange of know-how and to integrate them almost as collaborators .

To achieve all these objectives it is obviously necessary to involve Miselli team as much as possible. Only in this way is it possible to prevent all risks and implement adequate response actions. Maximum participation and a good working conditions are the basis for working at their best and therefore creating a good product for the customer.

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