

PORTASOLUTIONS

MANAGEMENT SYSTEM POLICY

At **PORTA SOLUTIONS**, we design and build flexible machine tools used in various sectors of industrial production while also providing technical consulting and assistance.

In order to ensure our customers' satisfaction, our work reflects several fundamental values:

- **Innovation**: we want to passionately develop products that are technologically on the cutting edge, flexible and versatile, able to optimize and improve production methods, increasing speed and performance.
- **Attention to the customer**: we want to listen to our customers, understanding their needs and requests so as to design and provide the best solution for them.
- **Product and service quality**: we want to commit to providing high-quality products and services, always making sure the product meets the specifications defined with the customer and respecting delivery times.
- **People**: we want our people to work and grow in a stimulating, team-oriented environment that acknowledges competence and accountability.
- **Transparency, Honesty and Consistency**: we want to design a path for company growth that is consistent with the market context, our ambitions and values, traveling it with the same transparency and honesty that have always been our trademark.

Our **vision** is that the market context is being globalized, offering big opportunities in emerging markets and raising expectations in terms of technical innovation, response times and supply chains. In this context, **PORTA SOLUTIONS** wishes to be a competitive, distinguishable, trustworthy partner who is able to immediately and efficiently respond to its customers' requirements.

That is why the **mission** we have given ourselves is "always do our best to be a dynamic, innovative Partner, innovating and growing to become the leader in our market." Simply by working within the framework of this vision and mission, we believe we can continuously improve our level of competitiveness, reinforcing **our customers' satisfaction** and our position in the market, thereby also satisfying financial expectations.

Thus, **our Management System Policy** is a strategic element and, as such, must be defined, implemented, communicated at all levels and periodically re-examined by top management. To be consistent with our Policy, the **objectives** of our Management System that we intend to pursue are:

- Develop **product innovation** to offer cutting-edge technological solutions and expand the range of our supply;
- Increase **commercial dynamism**, promoting our business and cultivating sales in emerging markets;
- Gather and respond **immediately** to customers' needs by offering **customized products** and services that are able to meet their requirements;
- Create **mutually profitable, long-term relationships** with our customers;
- **Optimize our production processes** by checking their **efficacy** and **efficiency** as well as by monitoring customer satisfaction levels in order to create products and services that are of increasingly better quality at a **competitive price**;
- **Standardize** production processes to guarantee **delivery times** and quality standards for our products and services;
- Develop the managerial and **technical skills** of our people by planning appropriate training sessions within a **solid** and **accountable organizational structure**;
- Choose and maintain long-term **reliable suppliers** and outsourcers that contribute to reaching the company objectives.

Villa Carcina (BS), 10th June 2016

Maurizio Porta (CEO)

THINK STRATEGICALLY, THINK LONG-TERM