

QUALITY POLICY

Rev.	Data	Descrizione	Realizzato	Approvato
0	20/04/95	Issue.	Rag. V. Montanari (DGE)	Rag. V. Montanari (DGE)
1	17/09/96	Inclusion of SAFETY in the Principles.	Rag. V. Montanari (DGE)	Rag. V. Montanari (DGE)
2	22/11/96	Limited modifications to the composition of some sentences.	Rag. V. Montanari (DGE)	Rag. V. Montanari (DGE)
3	26/06/2000	Updated mission, included ISO 9001 standard and reference to Kaizen.	Fini M. (DGE)	Fini M. (DGE)
4	13/03/2006	Updated strategic tools and approval methods.	Santoro E. (DGE)	Fini M. (Presidente)
5	29/05/2013	Globally reassessed following corporate merger.	Baldi M. (UAQ)	Balma R. (Presidente) Tomatis C. (DGE)
6	12/04/2025	Global review to adapt to the new requirements of ISO 9001:2015 and incorporate the new corporate vision.	Baldi M. <i>Mauro Baldi</i>	Balma R. (Presidente) <i>[Signature]</i>

MISSION

FNA is a leading company in the compressed air sector. Our goal is to design, produce, distribute, and support compressed air generation and usage solutions worldwide to meet the expressed or implicit needs of our customers, continuously improving our products with the concept of the best solution that satisfies the customer at the best price.

VALUES

For the success of the company, we consider the following values fundamental:

People

People are the source of our strength: they constitute the intelligence of our company and determine our good reputation and vitality. Participation and teamwork are of fundamental importance. The company supports the growth of individuals and teams, also with the concept of a company/family.

Competence and experience

The training and competence of people determine the success of the company's projects and its well-being.

Passion and commitment

Passion and commitment have been and continue to be the keys to strengthening our relationships with our internal and external customers.

PRINCIPI

For the success of the company, we consider the following principles fundamental:

Customers are the core of everything we do

When we work, we must always keep our customers in mind to provide products and services that are better than the competition and at the highest level of available technology.

Products and services

Our products are the result of our efforts and must fully meet the needs of our customers worldwide. We are judged based on our products and services.

Safe Products for Users

Designers must also focus on the safety aspects of our products. We must always be aligned with national, international directives and laws, and those specific to the countries where we export our products.

Technology

The use of new technologies and the integration of processes, including at the IT level, produces competitive advantages and helps achieve the best results in increasingly shorter times.

Profits

Profits are the final indication of the efficiency of our activities and are necessary to continue investing in people, technology, and services.

STRATEGIC TOOLS

To achieve our mission, while keeping in mind the values and fundamental principles outlined above, we also consider the definition, implementation, and maintenance of a Quality Management System structured according to ISO 9000 series standards to be strategic.

The market in which we operate continuously presents new challenges: the positive outcome of this confrontation with the market depends on understanding and applying the following strategic tools:

Customer Orientation

Those who purchase our products must become the focal point for everyone.

Attention should be directed not only towards meeting their immediate and explicit needs but also towards identifying the aspects and characteristics that can make our product even more appealing. All company departments are involved. Everyone can play a part in achieving "Customer Satisfaction".

Formalization of knowledge

The formalization of corporate knowledge is the foundation for making relationships more transparent and responsibilities more defined. It allows the transfer of knowledge from a few to all those who need it for their work, creating solid bases for future growth.

All corporate knowledge must be available independently of individuals.

Active participation

We believe that the active participation of everyone is crucial for improving the company system and completing organizational and behavioral evolution.

Active participation helps overcome moments of opposition between subjects, people, or entities, regardless of their hierarchical relationship.

Information flow, both top-down and bottom-up, is essential to foster participation.

Professional growth

Professional growth must be understood in the broadest sense.

Every job, no matter how simple and repetitive it may be, requires knowledge to be performed correctly. Therefore, understanding one's work and the significance of individual tasks in the economy of the entire company is extremely important.

Collaboration with suppliers

Suppliers are partners with whom we establish increasingly close collaboration. The supplier is one of the links in the chain that leads to meeting customer needs. Their technical and organizational growth is a determining factor for us.

Quality objectives

Establish and communicate annual objectives for company processes that are consistent with the quality policy and monitor/verify their achievement to demonstrate the effectiveness/efficiency of company activities.

Continuous improvement

To maintain leadership in our sector, we need to focus on the concept of continuous improvement; we should not consider an achieved goal as a point of arrival but rather as a new status from which to start to reach an even higher level.

Anticipating situations rather than encountering them when they already manifest negative effects; this mindset must permeate every activity.

Certifications

We must demonstrate our capabilities through certification, issued by accredited bodies, of our quality management system structured according to UNI EN ISO 9001 standards and compliance with laws, regulations, and directives applicable to our products.

