



QUALITY POLICY

The **mission** of ML Engraving is to be the leader in the design and engraving of textures on molds by implementing the technological transition towards an industrial use of laser as the solution to achieve better results, optimize production costs, enhancing the supply chain and reducing environmental impacts.

The **vision** that motivates us is to enhance the objects and make them more performing thanks to the surfaces, to improve the experience of end users.

With a view to customer satisfaction, attention to stakeholders' expectations, continuous improvement of the organization and its management system, the company policy is based on the following principles:

- to pay attention to customer requirements in all steps of the project: from design to after-sales by exploiting digital technologies in all stages of the process;
- to customize our services connected to the real needs of the customer, maintaining the agreements taken in terms of time, quality and cost;
- to encourage the research and development of new technical solutions to meet customer needs and generate innovation in the market;
- to industrialize production processes to ensure the repeatability of the result and reduce the risk of deviation;
- to maintain technological leadership through continuous improvement and innovation of the technical-productive infrastructure through the development of hardware and software applications and technologies;
- to direct the growth of organizational culture by encouraging the development of individual and team skills aimed at the enhancement of human resources;
- to maintain a healthy, safe, welcoming and supportive work environment conducive to individual development that facilitates interpersonal relationships;
- to facilitate relations with the local community and territory in order to foster opportunities for skilled work and growth for the new generations;
- to ensure business continuity and business sustainability through value creation and fair economic return through careful administrative management.

May 03, 2023

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Directorate General

ML ENGRAVING srl