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Quality System Philosophy

Gemels' Quality Philosophy is focused on pursuing customer satisfaction and loyalty, enhancing its human capital and full compliance with current regulations.

This Philosophy, consistently with Company's Mission and Values, is based on a set of principles to which strategies and objectives shall be addressed.

In particular carrying out its activities, Gemels:

- adopts an organization model compliant with the international standards and with sustainability and corporate ethics criteria, also pursuing compliance with the applicable product requirements;
- defines the needed future improvement for the success of the company and the brand, through the adoption of Lean principles for the design, rigid control methods and state-of-the-art equipment;
- aims to the customer's satisfaction by defining the expected level through careful interpretation of clientele's needs, including through customized solutions;
- promotes a constant action aiming to valorisation, motivation and professional growth for people to become aware of their role in enhancing business success;
- stimulates suppliers for a proper quality management to create the best conditions for achieving common objectives by aligning strategies, processes and resources;
- commits itself to promoting the quality culture for all those who work within and for the company, with the objective of reducing the costs of "non-quality" by adopting preventive and corrective actions;
- increases the company's competitiveness through efficient resource management, reducing operation costs and waste;
- aims to satisfy the needs and expectations of stakeholders both internal, through the involvement of collaborators, and external, through customers and suppliers satisfaction surveys and through a continuous update of the website.

Quality System Philosophy is integral part of the Quality Management System Manual and is made available to all collaborators and all stakeholders.

The present Philosophy have to be read with the Environmental and Safety Philosophy, as well as the company Code of Ethics to ensure that all of the basic principles on which Gemels is based are respected.

GM
Marco Facchinetti



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