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Castal, a company founded in 1971 by Pietro Gagliandi, considers quality as a system capable to support the company's strategic direction. The Quality Management System must be appropriate to the organisation's purpose, able to understand its external and internal context, to examine the expectations and needs of interested parties, to disseminate a 'risk-based thinking' approach, to promote awareness and competence in each company role.

Castal's management **promotes a culture of Quality, customer focus and continuous improvement** through the use of certified and traceable raw materials and the commitment of all those working in and for the company. The top management is committed to define and understand the requirements of Cleinte and, through the QMS, ensure continuous customer orientation and the improvement and maintenance of customer satisfaction.

To this aim, increasing resources have been dedicated to the product improvement and quality service; for this purpose Castal puts into effect a company Quality Management System certified according to UNI EN ISO 9001:2015. This is subject to continuous adaptation and improvement, with the following field of application: 'Production of hot forged components according to customer specifications (EA Sector: 17)'.

With regard to the main stakeholders, the QMS operates according to these guidelines:

- **Customer-oriented approach:** to meet and increase customer satisfaction is a key point that the QMS promotes and ensures:
  - The guarantee of functional and reliable products that meet customer requirements.
  - The fulfilment of mandatory product requirements.
  - The understanding of customer's current need and future expectation in order to maintain their trust in the future.
  - Respect for commitments and product delivery times.
  - The right price at the right market level, consistent of labor cost developments.
- **Continuous improvement:** the organisation's reference model is an integrated system of processes. Each company process has to be constantly reviewed with a perspective of improvement, with the aim of increasing its efficiency and effectiveness. This to grant full compliance with customer requirements (external and internal) over time.
- **Leadership.** Those responsible for the various processes has to establish unity of purpose and direction within Castal. They create the internal environment in which staff is fully involved in the pursuit of the company's objectives and are the benchmark for improvement.
- **Respect of top management:** In the conduct of the organization, top management represents a strategic component whose input enables objectives to be defined and pursued. It is essential for the QMS to be constantly informed about targets and their updating. The QMS has to monitor deviations from the targets, promote corrective actions, provide constant feedback on the situation and, where necessary, receive adequate support from top management, including direct action.

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- People involvement:** The personnel constitute the essence of Castal and fully contributes to the organization success and is within the competences of the QMS.  
QMS has to define and promote all actions that ensure the dissemination of the culture of awareness and competence, hence quality undertakes actions:
  - to monitor the professionalism of staff
  - to promote the professional and human growth of the individual
  - to facilitate the achievement of the organisation's objectives
- Relations with suppliers:** these are mutually beneficial: Castal considers suppliers to be an essential part of its stakeholders and context. Top management considers it part of the competences of the quality management system to:
  - understand suppliers' expectations through periodic external audits.
  - define a suppliers' performances evaluating system to grant adequate products compliant to the needs of its target market.
- Company respect:** the organisation's context is made up of interested parties that represent the Company and that are part of the QMS competences. These include international and European regulations, product standards, safety laws and standards, environmental protection regulations, reference and trade organisations such as Euroforge, certifying authorities, national, regional and municipal institutions in which the plant operates. QMS, to ensure customer satisfaction and working towards improvement, has to always develop actions compliant with stakeholders expectations and requirements.

Leno, 30/11/2022

Managing Director  
CESARE GAGLIANDI