

## Politica per la Qualità

FAP s.r.l. was founded in 1956 with headquarters and factories in Verrua Savoia (TO) and entered the world of pens starting producing clips. Then it specialized to such an extent to become one of the largest international producers.

With the remarkable experience acquired in the field of accessories, FAP s.r.l. launched on the market many years ago its own line of pens branded GB BORGHINI, carefully studied in technical and stylistic details, offering customers a good balance between quality and price.

Finally, FAP s.r.l. expanded its market by producing small turned parts even not strictly linked to the world of pens and by offering heat and polishing treatments for metal components, with the opportunity for customers to realize products with galvanic coatings offered in collaboration with external companies.

One of the main target of FAP s.r.l. is therefore to provide an efficient and exclusive service, which is nowadays one of the main reference point of our work.

With the aim of meeting the quality requirements for our products, FAP s.r.l. adopted a Quality Management System (QMS) in line with the International Quality Management UNI EN ISO 9001-2008, now 2015 ed. as a strategic and primary element of its business, in order to show to its stakeholders its competence in providing products that fully fit with:

- Customers' requirements
- Mandatory standards
- FAP s.r.l.'s own standards

Moreover FAP s.r.l.'s top management gives great importance to increase Customer satisfaction through an efficient application of the QMS, monitoring and measuring all processes.

Last but not least, FAP s.r.l.'s top management considers the health and safety of its employees and respect for the environment as an absolute priority for the company and this is obtained by respecting the law and encouraging eco-friendly behaviours.

In accordance with what has been written above, FAP s.r.l.'s top management, shows his commitment by:

- a. Taking charge of the effectiveness of Quality Management System
- b. Ensuring that the policy and the goals with regards to the QMS are compatible with the framework and the strategic objectives of the organization
- c. Ensuring that of QMS's standards are used within the business organisation
- d. Encouraging business process improvement and risk-based thinking
- e. Always ensuring the availability of all resources for QMS, also through periodical reviews
- f. Assuring the importance of efficient quality management and of QMS's requirements
- g. Ensuring QMS's results through periodical reviews
- h. Involving and leading the team so that it can take part in the improvement and efficiency of the QMS
- i. Supporting the other management roles in order to show their leadership and how it is applied in the different sectors

Furthermore, FAP s.r.l.'s top management is constantly working with the organisation in order to satisfy the Customer so that:

- a. Customer's requirements and mandatory requirements are established, understood and fulfilled
- b. The risks and the opportunities that can influence the compliance of products and services are established and met.
- c. Customer's satisfaction continues to remain the first and most important aim of the business

Crescentino (VC), November 25th 2021

CEO  
Sabrina Vaudano