

PM S.r.l.'s commitment is aimed at offering quality and reliable products at competitive prices, meeting customer needs with attentive and timely service.

Significant annual investments in product innovation, production processes, and machinery accompany ordinary activities to make products increasingly competitive and efficient.

With a view to sustainable development, the company promotes practices focused on environmental protection, energy efficiency, and the reduction of the environmental impact of its activities, such as the construction of the new facility designed to be energy-efficient, capable of generating a large part of the electrical energy required by the company, and the replacement of old machinery with new systems meeting Industry 5.0 standards.

In defining operational objectives, the following strategic guidelines were taken into consideration:

- Increase turnover by focusing on exports without losing profitability
- Invest in automated equipment and machinery
- Invest in product innovation
- Integrate principles of environmental responsibility into corporate decisions, promoting continuous improvement also in environmental matters

To give substance to its commitments, the company recognized the need to establish a Quality Management System in accordance with UNI EN ISO 9001:2015, whose objectives are:

- A focus on customer satisfaction
- Compliance with applicable requirements
- Maintenance of the Quality Management System
- Adoption of the philosophy of continuous improvement

To achieve these objectives, Management adopts the following tools:

- Raising awareness among all operational staff, respecting assigned tasks and responsibilities, ensuring their active and engaged participation in the quality management system
- Promoting a corporate culture oriented toward sustainability, with attention to the responsible management of resources, the use of low-environmental-impact technologies, and waste reduction
- Planning activities, defining measurable objectives for fundamental processes, controlling and monitoring them, and communicating the results achieved to the organization
- Analyzing nonconformities and customer complaints

During periodic Quality System Reviews, Management establishes the best business strategies aimed at the continuous evolution of primary objectives and of its management system, plans specific objectives and commitments regarding Quality Policy and resource allocation, and promotes the dissemination of the decisions taken to all staff, ensuring they are understood, shared, and implemented at all levels.

It is the firm belief of the company that pursuing this policy will bring concrete benefits to the Organization and to Customers, such that both parties' satisfaction is achieved.

The general management