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## EXTRAC FROM “QUALITY MANAGEMENT SYSTEM MANUAL”

### 1. SCOPE AND SCOPE OF THE SYSTEM

The main purpose of the Quality Management System is to obtain maximum customer satisfaction through efficient and effective internal processes. The focus on quality is a fundamental element of the corporate strategy and is therefore included in every function and role, involving the whole organization. This approach, more proactive, is nowadays necessary to remain competitive and stimulates the company to intervene on the causes of the problems and analyze the risks in order to reduce the negative consequences of the same.

The Quality Management System are applied to the design, production and marketing of accessories for hydraulic components in thermoplastic and metal materials. The addressees of the resulting actions are the staff of Miselli Srl, its management, customers, suppliers and others stakeholders who are involved in company activities.

### 2. QUALITY MANAGEMENT

The whole company is involved in the management of the Quality Policy.

Management plays an active role in promoting it at all levels of the company, involving and collaborating with the staff. Its objective is to ensure the continuity of the company's activities over time, increasing profit, improving and modernizing production processes, with particular attention to ethics, legality, and climate change. These goals are pursued through the use of renewable energy, the reuse of production waste in the molding process, and, more generally, through a focus on sustainability and the implementation of circular economy projects. Furthermore, Management pays special attention to digital transformation and how it can improve business and production processes.

These objectives pass through the use of renewable energy (photovoltaic system), through the use of production waste in the production cycle of molding and through the implementation of targeted circular economy projects

The first aim is to set a quality system following ISO 9001:2015 standards with the precise aim of maintaining this certification. From this derive corporate activities developed to maximize their efficiency, effectiveness and cost-effectiveness.

The quality policy therefore translates into a series of key points and activities that involve not only the internal organization but customers and suppliers.

- Customer satisfaction is the prerogative of Miselli Srl: it is important to be able to perceive and anticipate their needs, to be flexible in response to special requests and to try to respect the contractual agreements made. Furthermore, it is necessary to offer the customer an increasingly wide range of products at competitive prices that respect the real company costs.
- A similar analysis can also be conducted on the procurement side: the main objective, in addition to obtaining the best possible contractual conditions, is to involve suppliers as much as possible in order to obtain an exchange of know-how and integrate them into a process of shared development. Particular attention is also given to situations of dependency on certain specific suppliers.

To achieve all these objectives, it is obviously necessary, as already stated, to involve and protect all personnel with appropriate interventions. Only in this way is it possible to prevent all risks and implement appropriate response actions. Maximum participation and a good working environment are the basis for working at our best and therefore creating a quality product for the customer.

Reggio Emilia, 12/05/2025