

	TWIN DISC SRL MANAGEMENT SYSTEM	Rev. del 24/4/2020
	Management system policy D01_Politica_TwinDisc EN	Pagina 1 di 3

## 1. Twin Disc SRL management system policy

Twin Disc SRL has defined the following COMPANY MISSION, which expresses the reason for existing and operating for the company.

A. Design, production, marketing, assistance, of organs for the transmission of motion for marine and industrial use, using mechanical, hydraulic, pneumatic, electronic solutions.

B. Carrying out all activities related to the foregoing in respect, and in the promotion of respect, for the environment and ecological balance.

C. Development of activities aimed at promoting the cultural and professional growth of internal human resources mainly, but also with attention to external activities (suppliers and public or trade institutions). Care of the internal human environment.

D. Company growth in terms of economic solidity, affirmation in the market of its product, image both for the product and for the business management model.

### 1.1. General principles

The general target of customer satisfaction is in fact a necessity for a company like Twin Disc SRL, which operates in a free competitive market.

Therefore, customer is looked after by means of the pursuit of corporate policy objectives, and more specifically those relating to the management of the quality system, while considering the interrelationships with the objectives relating to the management of the system for the environment.

The overall approach of Twin Disc SRL for the management of its system is based on the concept of the PDCA (plan-do-check-act).

#### **PLAN**

Mission

Context analysis and stakeholders

Policies and objectives

Basic and improvement planning

Resource management

Process identification

Setting of objectives and related indicators

#### **DO**

Includes all product manufacturing activities

Definition of requirements

Design

Programming

Internal components production

Purchase of external components

Assembly

Transport and delivery

#### **CHECK**

Internal and external audits

3rd party checks

Monitoring and measurement of products, processes, customer satisfaction, the environment

Data analysis and correlation

Management of non-conformities relating to the product and the environment

Customer and interested party complaints

Registrations

	TWIN DISC SRL MANAGEMENT SYSTEM	Rev. del 24/4/2020
	Management system policy D01_Politica_TwinDisc EN	Pagina 2 di 3

## ACT

Management Review

Corrective and preventive actions

## 1.2. Goals and commitments

The principles of the policy are divided into five areas:

### 1. GROWTH. Concerning the product range and the market.

1.1. Dedicate a design area to carry out a continuous activity of advanced free conception, from which to extract selected concrete projects

1.2 Methodically collect the oral, written, observed, emerging ideas from:

1.2.1. Contacts with customers;

1.2.2. Assistance activities;

1.2.3. Complaints;

1.2.4. Fairs and exhibitions;

1.2.5. Publications and magazines;

1.2.6. Benchmarking;

1.2.7. Operating environments and methods of use of the products.

Continuously search for market niches not well covered or emerging from the evolution of possible applications.

### 2. PEOPLE. Concerning the organization, staff growth, the work environment.

2.1. Implementation of a permanent method to identify gaps in the professional competence of staff related to:

2.1.1. New needs related to processes (and therefore to tasks);

2.1.2. Development of new jobs;

2.1.3. Staff turnover or new hires.

2.2. Development of training and training plans to cover the identified shortcomings

2.3. Periodic assessment of the level of competence and awareness of the staff

2.4. Implementation of information, knowledge and management moments between Management and staff in order to take care of:

2.4.1. Communication;

2.4.2. Motivation;

2.4.3. The sense of belonging to the company;

2.4.4. Disclosure of policies and guidelines;

2.4.5. The concept of continuous improvement;

2.4.6. Mental openness towards a transversal and non-functional vision of the company;

2.4.7. The conception of the company as an organization that operates in a context of numerous interfaces; customers, suppliers, shareholders, eco-environment, social context

### 3. QUALITY. Concerning customer satisfaction with the product and service, the efficiency of the production system, respect for the internal and external eco system.

3.1. Progressive push in design and process engineering to use both organizational and technical methodologies to achieve levels of product quality and reliability at least at the level of the best competition.

3.2. Driven to use, in the same areas, methodologies and process technologies suitable to achieve low lead-time and low production cost.

3.3. Organization and management of an efficient and effective customer service.

3.4. Continuous refinement in the management of programming, internal production and supplies to reduce working capital (warehouses and flows).

### 4. PERFORMANCE. It concerns the parameters that make it possible to achieve profits, where the possibility of the company's subsistence is finally measured.

	TWIN DISC SRL MANAGEMENT SYSTEM	Rev. del 24/4/2020
	Management system policy D01_Politica_TwinDisc EN	Pagina 3 di 3

4.1. Identify and manage some macro-tools that make it possible to translate company performance into sensitive and significant economic values.

4.2. Activate the feedback for the adjustment of the plans relating to the other sectors.

5. ENVIRONMENT. It concerns the aspects of environmental impacts related to the company's activity.

5.1. Renewal of plants and machines with more advanced and effective ones in relation to the environmental impacts produced (in relation to the available resources)

5.2. Design of products that:

5.2.1. minimize the use of materials with a high environmental impact, even indirect;

5.2.2. minimize the consumption and / or emission of products harmful to the environment;

5.2.3. are achievable with production processes with low environmental impact and in any case well controllable.

5.3. Keep the attention and awareness of the staff alive by publicly viewing trends and results.

5.4. Maintain a relationship with a qualified external service to update legal requirements and carry out the necessary analyzes.

The strategic objectives set out constitute the reference framework for defining specific objectives for improvement.

The commitments that management takes to enable and guide the implementation of the management system are as follows:

- Meeting the requirements applicable to your products.
- Protection of the environment, including the prevention of pollution and other specific commitments identified during the analysis of the context and of the interested parties.
- Promotion of continuous improvement of the management system.