

TECNOR is a manufacturing company specialized in the production of custom design fittings for high-pressure hydraulic hoses.

Established as family owned company in the early 60's, TECNOR is still inspired by a deep passion for the mechanical industry. TECNOR has a high and specific level of technical knowledge and expertise in hydraulic, developed in decades of collaborations as premier supplier for major worldwide companies in the hydraulic industry.

The Management of TECNOR believes that the company's already established Quality Management System is the path to implementing the company's Policy and achieving the objectives specified below:

- **Customer Satisfaction:** Our customers are distributors and manufacturers of original equipment original equipment (OEM), are located throughout Europe and operate worldwide. TECNOR wants to maintain an active focus on customers to best understand and meet their requirements to achieve continuous improvement in their satisfaction, ensuring an ability to respond to orders in the shortest possible time;
- **Staff Competence:** Train and enhance staff by promoting the professional growth and the development of the soft skills. We are committed to providing ongoing training, skills development and a safe working environment, ensuring the availability of resources (human, technical and economic) with high skills and knowledge;
- **Risk Management:** Define and address all risks and opportunities in the internal and external context and constantly ensure the effectiveness and continuous improvement of the quality management system;
- **Supplier Relations:** Optimization of the supplier base, through the evaluation of their performance and the selection of raw materials and services entrusted to them, selecting and qualifying suppliers who ensure products and services with the quality required;
- **Regulatory Compliance:** We are committed to complying with all applicable laws and regulations;
- **Product quality:** Orient the company's activities toward a preventive attitude: the goal should be defect prevention, rather than after-the-fact correction and reduction of production waste;
- **Market management:** Constantly monitor the trend and status of market scenarios to ensure the availability, contain and minimize the impact of costs and availability of raw materials, structuring and adapting solutions to continue to provide products and services to customers and partners on agreed terms, as far as possible;
- **Continuous Improvement:** We constantly monitor our performance, identify opportunities for improvement, and take corrective action to ensure steady progress, optimizing the management of internal processes and the use of available resources to ensure their continued appropriateness, suitability, and enhance their potential and efficiency;
- **Sustainability:** We pursue the sustainable development of our production and technological processes to counter the race toward climate change that is already underway by evaluating the use of resources and materials that do not result in harm to the environment or climate due to overconsumption of natural resources.

Management is always careful to analyze the context in which Tecnor operates in order to ensure continuous improvement in line with customer needs and progress, observing competitor strategies, collaborating with Suppliers, and involving staff.

Management is committed to comply with the requirements of the UNI EN ISO 9001:2015 standard and to disseminate its principles within the company through the communication of this Quality Policy.

Management
Severino Padrin