Top management sets the **objectives and policies** and reaffirms its longstanding commitments.

- Achieve customer satisfaction.
- Develop the company's activities in an environmentally sustainable manner.
- Continually improve processes while maintaining a balance between social, environmental and economic responsibilities.
- Manage corrective and preventive actions to prevent adverse effects of nonconformities.
- Meet the needs and expectations of interested parties.

Top management has set the following overall objectives.

1. Complete the improvement plan arising from the analysis of the organisation's context and risks.
2. Maintain the following certifications and promote integration and coordination across the management systems.
    - Quality (IATF 16949:2016 and ISO 9001:2015)
    - Environment (ISO 14001:2015)
3. Systematically reduce nonconforming parts per million (PPM) and continually improve production efficiency.
4. Continually evaluate the environmental aspects associated with production processes.
5. Maintain compliance with applicable requirements, legislation and regulations relating to direct and indirect environmental aspects.
6. Reduce environmental impacts by applying the best available technology to the extent economically feasible.
7. Strengthen business ethics practices.
8. Automate and digitise business processes, particularly production operations.

Achieving these objectives will improve how the company operates, increase interested-party satisfaction and reduce environmental impacts and quality costs.

Top Management

(a) Communicate the quality and environmental policy and objectives to all business functions through the designated channels (organisation charts, job descriptions and meetings).
(b) Plan quality activities with support from the Quality Manager.
(c) Ensure adequate resources are available and that personnel understand the activities assigned to them.
(d) Review the effectiveness and efficiency of the quality and environmental management system regularly and systematically, including its objectives and improvement plans.
(e) Strengthen staff training, competence and awareness to increase employee involvement in company improvement efforts.
(f) Identify measures to limit energy consumption and prevent pollutant emissions by applying the best available technologies at economically sustainable costs. Ensure that raw materials are free of substances of very high concern (SVHCs).
(g) Reduce and optimise the use of natural resources.
(h) Manage waste effectively and efficiently at every production stage, giving priority to reuse, recycling and recovery wherever possible.
(i) Continually improve communication with external interested parties on quality and environmental matters.

Quality

(a) Manage and improve the quality and environmental management system.
(b) Plan and conduct internal audits, with particular attention to areas in which shortcomings have been identified.
(c) Conduct and support automotive process and product audits in collaboration with process owners.
(d) Plan and implement appropriate corrective actions to eliminate systemic causes of errors, failures and anomalies in processes and products.
(e) Prepare management reviews systematically in collaboration with process owners by putting performance indicators and improvement plans in place and monitoring both.
(f) Analyse the data collected by monitoring company performance indicators.
(g) Maintain accurate, timely and objective records for the relevant activities.
(h) Increase staff awareness of quality and environmental matters.
(i) Support the training and qualification of inspection personnel.
(j) Contribute to the evaluation and analysis of customer satisfaction.

Sales

(a) Strengthen relationships with existing customers and build customer loyalty.
(b) Ensure that costs are correctly allocated when preparing estimates and quotations.
(c) Work with Engineering to analyse input data.
(d) Record customer requirements accurately and promptly and convert them into detailed specifications for Engineering.
(e) Promote and strengthen the evaluation and analysis of customer satisfaction.

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Engineering

(a) Maintain and update the Project List, which summarises regular project meetings, and the Advanced Product Quality Planning (APQP) documentation under IATF 16949 to enable a more complete and timely assessment of process development progress.
(b) Work with the relevant functions to meet customer needs within the requested time frames.

Production

(a) Oversee the proper use of product manufacturing systems.
(b) Ensure production activities are carried out and controlled appropriately to minimise nonconformities in quality and quantity.
(c) Meet the specified volume requirements to support customer satisfaction.
(d) Provide systematic training for press operators.
(e) Support the qualification of inspection personnel.
(f) Participate actively in maintenance planning meetings and propose improvements to maintenance activities.
(g) Maintain appropriate records for the maintenance of infrastructure and auxiliary equipment, including chillers and compressors.

Purchasing

(a) Ensure that purchasing meets the company's on-time delivery (OTD) and cost requirements in line with the company budget.
(b) Strengthen supplier relationships to streamline purchasing and retain the flexibility and ability to negotiate prices and delivery schedules over time.
(c) Require suppliers to implement and maintain an effective quality and environmental management system, adopt standard measures consistent with this policy, and comply with all applicable rules and regulations.

The improvement plan and performance indicator targets detail these objectives and specify the actions, responsibilities and deadlines.

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