

Our vision:

We want to be our customers' best partner.

Our mission:

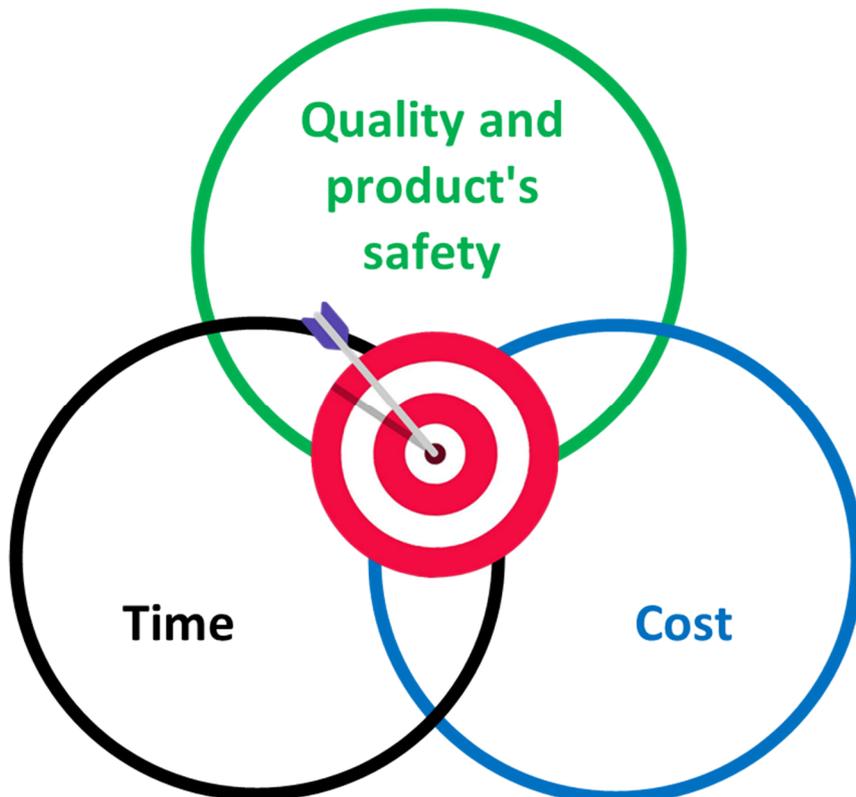
We design, develop, and produce transformers, inductors, and autotransformers.

Our products find application in many sectors: power electronics, electric traction, telecommunications, shipbuilding, e-mobility, photovoltaic, windmills, and welding robots.

Our commitment to the pursuit of the quality and of the product's safety, at the service of the customer:

Since the beginning of its business, Elettromil has stood out for its constant focus on customer satisfaction, building up solid business partnerships, based on the quality of the products and services provided. Over the years, the company has experienced continuous growth, as result of the great ability to customize products, the deep competence shown, and the credibility earned in the reference markets. Continuous improvement is therefore in the nature of Elettromil, which, under the guidance and leadership of its management, implements a Quality Management System compliant with the UNI EN ISO 9001: 2015 standard and in line with its strategic direction.

Elettromil intends to increase the level of satisfaction of its customers by releasing products and services that comply with the expected quality and safety and the agreed times, at the lowest possible cost.

**Our quality policy's guidelines:**

- Mapping, measurement, and improvement of business processes through the elimination of wastes
- Measurement and improvement of the customers' satisfaction level
- Measurement and improvement of suppliers' performances
- Promotion of continuous improvement at all company levels through the implementation of PDCA cycles
- Implementation of a decision-making process based on the scientific method and risk-based thinking
- Implementation of a problem-solving process aimed at seizing opportunities for improvement and eliminating the root cause of the problems encountered.

Elettromil conceives its **business processes** as shown in the following representation:



Terms and definitions:

Input: set of transforming resources (men, machines, tools, ...) and resources to be transformed (raw materials)

Output: products and/or services released to the customer

Information flow: set of information standards

Operational flow: sequence of operations that transforms input into output

Workflow (4M + E): set of Men (manpower), Machines (machines), Materials (materials) and Methods (methods) that allows the scrolling of the operational flow and information flow within a given Environment (work environment)

The management is committed to the pursuit of continuous improvement of all the components of the workflow, aware that **the human being is the determining variable of each process, as it drives the machines, transforms the materials, and applies the methods. For this reason, the training, the enhancement of know-how, the proactive involvement, the increase of knowledge and skills, the satisfaction and the psychophysical health of its staff are considered central aspects in the growth process of Elettromil.**

The management believes that the safety of its products is of the utmost importance and supervises the effective implementation of this policy, on the basis of which it establishes its monthly monitored objectives. This document is subject to periodic and appropriate reviews and is spread in its valid version, both to company personnel and to all interested parties.

Castiglione del Lago, 14/01/2022

Stefano Milic (Chief Executive Officer)