

*Motiva produces sealing systems and rubber gaskets for the automotive, industrial and building markets. It is a company capable of generating profitability and developing, thanks to its resources, all those activities aimed to achieve and perfect the business goals.*

*As part of the Complastex group together with Pegaso Rubber, the main purpose is to capitalize on the outsourcing and supply business for the group, under the technical and commercial guidance of Complastex.*

*The Quality of Motiva production is the result of the professionalism of our staff in all business processes, from the support activity to the Customer in the design to the assistance concerning the assembly of profiles and gaskets.*

### **KEY OBJECTIVES**

Motiva's key quality objectives are:

- + achieve the maximum possible satisfaction of the Customer through the design and supply of gaskets, corresponding to the requirements and the agreed contractual agreements;
- + strengthen its market position, trying to anticipate the evolution of the market and the needs of the customers;
- + ensure its constant development, continually improving both the effectiveness and efficiency of the System, and seeking new and better technological solutions to the ever-increasing demands of the end customers;
- + enhance the professionalism of the staff by developing skills and organizing the company for integrated processes.

### **TOOLS**

The Quality Management System allows you to plan business processes while keeping them under control.

To monitor key objectives, these tools are used:

- + planning and control of processes (updating and improvement of working methods and practices) and products (customized and suitably detailed control plans for items in production);
- + timely communications (both internal and to customers), management of requests and problems, assistance to the customer in the development of new items;
- + management of non-conformities and complaints; initiation of corrective and / or preventive actions;
- + constant effort for research and updating of suppliers; innovation of materials and equipment to improve the quality characteristics of the gaskets;
- + partnership with suppliers to improve production lead times;
- + definition and implementation of personnel training policies.

The tool used by the Management to manage the improvement in line with the objectives set by the Quality Policy is the Improvement Program (Programma di Miglioramento), which

details the specific objectives for each process; these objectives are periodically reviewed by the Management, in particular during the review of the Quality Management System. Motiva's commitment is to involve the internal staff at every level of the organization in determining the business strategy.

### **ORGANIZATION**

In order to achieve the objectives of the Company and a full correspondence with the principles of Quality, the Quality Management System and the Procedures has been established in accordance with the UNI EN ISO 9001:2015 Standard.

Through a careful analysis of its processes and the "risks" associated with them and the application of ISO 9001: 2015, it aims to identify all improvement actions to optimize its management system.

This System applies to all activities and processes; for this purpose adequate responsibilities and resources have been identified and assigned.

The application is verified through the Quality Manager, who holds the role of Quality Management Representative who is given the authority to manage and enforce the provisions.

It is the responsibility of all staff to apply what is within their competence to ensure the effectiveness of the Quality System, so that:

- + the continuous adequacy and effectiveness of the Quality System in satisfying the requirements of the Standard is ensured;
- + the Quality policy is satisfied; the
- + established objectives are achieved.

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Managing Director

*Giovanni Mercuriali*

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