



faces
S.p.A.
Fonderia acciai speciali

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Capitale Sociale Euro 2.250.000,0
Registro Società Tribunale Venez
N. 13071 Vol. 19223
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Quality policy

according to

EN ISO 9001:2015

Quality management systems - Requirements

and

ISO 19443:2018

Quality management systems — Specific requirements for the application of ISO 9001:2015 by organizations in the supply chain of the nuclear energy sector supplying products and services important to nuclear safety (ITNS)

INTRODUCTION

Faces S.p.A, acronym for Fonderia Acciai Comuni E Speciali (special and common steels foundry), was founded in 1977 by private entrepreneurs.

From the early 90's Faces S.p.A specialized in the manufacturing of stainless steel and nickel based alloys sand castings, following a continuous improvement and customer satisfaction oriented philosophy, with investments involving all the areas of the company: enlargement and optimization of productive infrastructures, acquisition of innovative equipment and specific personnel training.

Since 2018 Faces S.p.A started working for the supply of castings for the nuclear industry for civil use.

VISION

Faces S.p.A wants to be one of the best little foundries in the world, thanks to its flexibility and the capacity of understanding and satisfy the needs of customers looking for the excellence.

MISSION

The Faces S.p.A mission is to satisfy, with an high level offer, the exigencies of customers needing to get steels and special alloys castings for medium weight (from 100 to 7500 Kg).

OBJECTIVES

- * To become a worldwide well-known foundry for special alloys, thanks to its quality and reliability;
- * To improve the level of quality and on-time delivery, in order to be internationally recognized as high specialized foundry for special steels, for all the markets, in particular for the production of energy, also nuclear;
- * To increase the number of customers in markets where high-level performances are required;
- * To satisfy and be chosen more and more by the customers operating in the energy field, becoming a privileged supplier for all their projects;
- * To continue the quality improvement process for reducing the delivery times and the extra work costs, to offer to the customers not only products but complete services (pattern, machining, controls and tests), for that our suppliers has to become partners, to grow up together in awareness and to achieve high quality performances;
- * To consolidate the business on the Italian market and increase the business on the international market;
- * To improve the technical and organizational knowledge for all the company processes;
- * To enhance the income results and consolidate the financial and patrimonial structure of the company;



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- * To reduce the nonconformances and wastes costs, for achieving the profit margin necessary to have a positive operating result and for becoming more competitive, and considered a reliable partner both for our customers and for our suppliers;
- * To enhance the quality of our products and the timeliness of our deliveries, as fundamental bases for the relation with our customer;
- * To pursue a strategy of service toward the customer based on transparency;
- * To supply high quality castings to customer operating for the civil nuclear energy market, always ensuring, at every stage of production, that the nuclear safety is absolutely our most important priority, acting with total transparency with our customer, and if necessary with the authorities;

For that all the Faces S.p.A personnel and our products and services critical suppliers shall be duly trained, involves and sensitized on the nuclear safety themes;

Everyone is personally required to never behave in any manner could compromise the nuclear safety, but is asked to individuate and report any anomaly, problem, mystification or counterfeit could find during the activity.

The efficacy of training and the keeping of right awareness shall be continuously monitored, evaluated, integrated and updated, also considering problems, issues, lessons learnt and organizational changes could arise during the execution of orders, survey and audits, the adoption of new voluntary and/or mandatory requirements imposed by applicable codes or customers' specification.

TOP MANAGEMENT COMMITMENTS

- * The Top Management commits itself to share at every company level the quality policy and the targeted objectives, in order all the Faces S.p.A people are fully aware of;
- * Annually the Top Management performs the Quality System Management Review, when the achieving of the objectives of previous period are evaluated, the adequacy of the quality policy is defined, new objectives are established or the previous ones are redefined, to improve the company performances;
- * The Top Management promotes the strategical decisions with a risk and opportunities-based approach, in manner that the actions are commensurate with their impact on products and processes;
- * The Top Management pursues a wide and frequent involvement of all the company functions in order to analyze problem, find solutions and corrective actions, mitigate the risks and catch the opportunities, share ideas and "dreams" for improving and innovating our products and services;
- * The Top Management ensures that actually the most important and absolute priority is the nuclear safety, and shall be never compromised by other priorities, making all the personnel and the strategical suppliers aware;
- * The Top Management exhorts all the personnel to communicate whatever finding could be a safety nuclear issue and engages itself in investigating and resolving;
- * The Top Management commits itself to communicate any nuclear safety issue to the appropriate interlocutor.

Marcon, March 31st 2022

Marco Lualdi, The President

Kurt Agath, The director