

Commersald SpA works in the *business-to-business* (BtoB) field supplying its own personal experience and competence gained through the years; present-day market changes; the ever-growing need to supply services/products that respect, maintain and comply with certain demands and features and the need to enhance the Company's image, has changed our quality concept over the years.

This is the reason why Quality has become part and parcel of our company management system and represents the extent to which our services/products fulfil Clients' expectations and more broadly so the expectations of our stakeholders too.

The company's mission is solely that of guaranteeing maximum satisfaction to our stakeholders and therefore, for this reason, the company is constantly geared towards the search for innovative solutions in order to ensure maximum quality of our products and the services offered to the most demanding of clients too. More specifically so, research is dedicated to finding application/innovative solutions that enable the company to explore new, niche markets.

Management is directly and constantly committed to guaranteeing development and continual improvement of the company management system by supplying the means and establishing the organizational positions suitable for ensuring proper performance

Staff training and awareness focuses on promoting an adequate sense of proactiveness when dealing with risks at all levels (risk based thinking) in order to guarantee the constant upgrade of company processes in time.

For this reason Commersald confirms its strategy aimed at identifying market needs and expectations by taking up the following commitments:

- Timeliness and accuracy in dealing with contractual activities
- Constant improvement of the services offered to Clients
- Consolidation and development of staffs' "technological" heritage (knowledge and skills)

While bearing in mind risks and opportunities connected with company processes and during the quality management system's review, Management defines objectives that shift the company towards the constant study of improving its services provided.

Management annually defines its quality aims that are expressed in measurable parameters and differentiated for each line of business.

Periodical and constant reviews allow for the identification, planning and the application of continual improvement actions.

All staff involved in providing services and in the creation of the product sets its work by defining measurable and objective parameters, keeps all risks tied to processes under control and also exploits and enforces detected opportunities and, last but not least, implements improvement measures.

Quality and Italian innovation make great projects together

GENERAL MANAGER
Sandro Seghedoni

Modena, 12th February 2018