

DECLARATION

Customer satisfaction, both internal and external, is the essential condition for success. In particular, internal customer satisfaction is pursued through the verification and the update of questions about services and products offered.

External customer satisfaction is pursued through the offer and adaptation of all processes to particular needs and monitoring both cultural progress and goals agreed.

The awareness that this strategy is the only that could warrant important results and success on global market, imposes as primary goal the continual improvement of quality of products and service. This goal implicates continual improvement of all the processes and it could be pursued thanks to enforcement of action plan developed with clear identification of guide lines.

UOP S.p.A. guide lines:

- Improvement of image, reputation and market expansion in the manufacture of tools in high speed steel and solid carbide with or without coating;
- Satisfaction of interested parts (shareholders, customers, employees, suppliers) through the reach of budget, increase of hire, salary improvement, decrease of absenteeism and no claims from employees, decrease of customer complaints, high level of customer satisfaction, comakership with suppliers;
- Respect of implicate and explicite agreements;
- Attention to communication;
- Customer care;
- Training and information to all employees;
- Respect of environment and present standards;
- Respect of health and safety according to present standards;

Specific goals will be yearly defined by General Management and communicated to all employees.

UOP General Management