

Quality Policy Service Solutions



The Company Mission

- Satisfy the needs of car workshops in Italy and abroad through the design, construction, updating and timely assistance of innovative and cutting-edge products
- Satisfy stakeholders through a state-of-the-art structure in the way of managing internal and external processes, which allows the MAHLE brand to maintain leadership through the achievement of objective parameters of excellence
- Satisfy the market / customer by structuring a flexible company always ready to accept the changes and innovations, now a mandatory requirements

The Strategic Targets

In support of this mission, the following strategic objectives are identified:

- The development of innovative devices and services that are increasingly responsive to the needs of customers and the market
- The consolidation of current customers both in Italy and abroad, through constant listening actions and progressive loyalty
- The search for new markets and new product lines, to be proposed in cross-selling to the current ones
- Participation in trade fairs and promotional initiatives that allow you to exchange knowledge, get in touch with new markets and improve your brand identity

The means

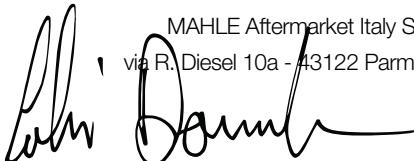
To reach the required objectives MAHLE Aftermarket Italy will make use of:

- A highly performing management system
- High motivation and competence of personnel appropriately involved in company activities through a training and training plan widespread at all levels
- The continuous search for greater effectiveness within the company organization and customer interface activities

The constant goal

The full application of the Quality Management System by all company departments, remains as a permanent objective, as a constant commitment to satisfying the requirements and continuous improvement of the System itself, implemented through:

- A regular review of the Quality System with verification of the indicator dashboard, the improvement plan, the policy, quality, objectives, and effectiveness of the quality management system


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MAHLE