

Quality Policy Service Solutions



The Company Mission

- Satisfy the needs of car workshops in Italy and abroad through the design, manufacture and assistance of innovative and cutting-edge products with attention to environmental aspects.
- 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 tackle changes and innovation, while paying particular attention to environmental aspects and workplace safety.

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, with particular reference to environmental protection.
- 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.
- Creation of inclusive work environments, by recognizing and addressing biases, by taking into account different perspectives and creating spaces where everyone feels included in their daily work, by encouraging inclusive language in interactions and communications.
- The application of ethically correct and lawful principles and behaviors, the protection of the environment and resources and the well-being of employees.

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The means

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

- A highly performing management system.
- Strong motivation and competence of personnel appropriately involved in company activities, and in activities related to workplace safety and health, through learning and training plans 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 to the continuous improvement of the System itself, while promoting participation of workers in matters of workplace safety and health and environmental themes.

This objective is implemented through:

- A regular review of the Integrated System Quality, Health, Safety and Environment with verification of the indicator dashboard, the improvement plan, the quality policy, the objectives and the effectiveness of the management system, based on the continuous improvement of the company processes

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