

1) PREAMBLE

Diplomatic Automation S.r.l. began its business in 1952 (as Diplomatic) offering the market a range of hydraulic lathe copiers that formed the basis of the success and expansion of the company in various sectors of precision mechanics.

The traditional presence of Diplomatic Automation S.r.l. as supplier for excellence of components in the machine tool sector, made possible to choose and equip the fundamental production machines in the most efficient way.

RANGE PRODUCTS

- Tool change turrets for CN lathes.
- Accessories for tool change turrets:
 - tool holder discs
 - motorizations for tool holders
 - rotating and fixed tool holders according to DIN 69880 standard and BMT versions
- Electrospindles for turning/milling
- Rotary tables

2) QUALITY MANAGEMENT SYSTEM

The company has a Quality Management System manual drawn up by Diplomatic Automation with the aim of establishing the activities that drive the company in order to pursue quality, reaches objectives and customer satisfaction.

This manual, combined with the best management practices, the structured assessment of the opportunities / risks of the context in which it operates, and the reference procedures and instructions that explain the various processes in detail, constitutes the basic documentation of the company quality management system.

The company's Quality Management System meets the requirements of the UNI EN ISO 9001: 2015 "Quality Management System"

The Quality Management System is consistent with the 7 guide lines of the standard:

- Context of the organization
- Leadership
- Planning
- Support activities
- Operating activities
- Performance evaluation
- Improvement

3) CONTEXT OF ORGANIZATION

Diplomatic Automation constantly determines, verifies, reviews and updates which internal and external factors may have an effect on the actual ability to provide products and /or services that comply with the customer's requirements, the law and/or regulations in order to implement the actions necessary for the continuous improvement of the Quality Management system.

4) LEADERSHIP

The company defines and progressively optimizes the entrepreneurial policies, the organizational structure of the entire company and the specific objectives by function in order to respond to the needs of customers.

5) PLANNING

The company considers the uncertainty of a given result and the concept of risk-based thinking implicit in the Quality System and incorporates them into the requirements for establishing, implementing, maintaining and continuously improving the Quality Management System.

6) SUPPORT ACTIVITIES

The Management identifies and defines, in collaboration with the managers of all corporate functions, the necessary resources that influence the product /service offered to customers and that are needed to implement, update, improve the processes of the Quality Management System in particular, in the capital human resources, infrastructures, work environment, knowledge, competence.

7) OPERATING ACTIVITIES

Best practices are put in place to plan and develop the processes identified within the organization and necessary for the implementation of production activities and obtaining products according to the customer's expectations through:

- market analysis
- product and service requirements
- new product development road-map
- selection of the best suppliers for products and services
- production control

8) PERFORMANCE EVALUATION

The activities related to the collection, measurement, and analysis of data are defined, in order to monitor the Company's performance:

- to manage consolidated processes
- to define the activities for the innovative and improving ones,
- to build products that comply with the technical specifications,
- to satisfy the qualitative and service expectations expected by the Customer and to evaluate the degree of satisfaction,
- to monitor the progress of the quality management system as a whole

9) IMPROVEMENT

The company constantly involves all internal and external players in a continuous process of improving performances through awarding tools and recognition of the results achieved. Market positioning is monitored with respect to the bench markers and the future expectations of customers