



LINCOTEK SURFACE SOLUTIONS persegue comportamenti responsabili che, nel rispetto degli obblighi di legge e dei requisiti cliente, è protesa nel creare **valore e vantaggi competitivi** finalizzati all'espansione e consolidamento nel mercato dei rivestimenti superficiali ad alto contenuto tecnologico e, relativamente al settore additive, mira alla progettazione e prototipazione di componenti per l'Industria Aeronautica e Turbogas.

LINCOTEK SURFACE SOLUTIONS pursues responsible behavior which, in compliance with legal obligations and customer requirements, is projected to create **value and competitive advantages** aimed at expanding and consolidating the market of high-tech surface coatings and, in relation to the additive trade, aspire to design and prototype components for the Aeronautical and Turbogas Industry.

La **propensione al miglioramento continuo** è supportata dalla costante revisione del "modi di gestire" i processi aziendali e dalla gestione delle quasi quotidiane richieste dei clienti. L'azienda si impegna a fornire **condizioni di lavoro sicure e salubri** con l'eliminazione dei pericoli e la riduzione dei rischi, favorendo anche la consultazione e la partecipazione dei lavoratori e del loro rappresentante per la salute e sicurezza.

The **propensity for continuous improvement** is supported by the constant review of the "ways of managing" company processes and by the management of almost daily customer requests. The company is committed to providing **safe and healthy working** conditions with the elimination of dangers and the reduction of risks, also encouraging the consultation and participation of workers and their health and safety representative.

La **leadership e lo spirito imprenditoriale** della struttura è volta a creare Manager e Process Owner capaci di garantire unità di intenti e di indirizzi a tutti i livelli. La **territorialità** garantisce un valore fondante che stimola l'organizzazione alla costante ricerca dell'innovazione come, il perseguimento degli obiettivi strategici e la spinta al miglioramento dell'efficacia dell'Azienda nel contesto sociale in cui è inserita.

The **leadership and business spirit** of the organization is aimed at creating Managers and Process Owners capable of guaranteeing unity of intent and direction at all levels. **Territoriality** guarantees a founding value that stimulates the organization to constantly seek innovation such as the pursuit of strategic objectives and the drive to improve the effectiveness of the Company in the social context in which it is included.

L' **Obiettivo aziendale** consiste quindi nella **creazione di Valore per tutte le Parti Interessate**, nella ricerca cioè della soddisfazione di Clienti, Dipendenti, Collaboratori, Fornitori e di tutti i portatori di interesse, in ambito locale ed internazionale. Strumento essenziale per la realizzazione di questo obiettivo è quello fornire ai Clienti un servizio eccellente, una qualità impeccabile con nuove proposte tecnologiche in grado di elevare la nostra competitività ed affidabilità. Inoltre l'azienda contrasta atteggiamenti fraudolenti o di contraffazione che possano essere annoverati come frode.

The **corporate aim** therefore consists in the **creation of Value for all Interested Parties**, i.e. in the search for the satisfaction of Customers, Employees, Collaborators, Suppliers and all stakeholders, locally and internationally. An essential tool for achieving this target is to provide customers an excellent service, impeccable quality with new technological proposals capable of increasing our competitiveness and reliability. Furthermore, the company contrasts fraudulent or counterfeiting behaviors that could be considered fraud.

A questo scopo, **LINCOTEK SURFACE SOLUTIONS** ha definito i processi interni e si è dotata di procedure rispettose di tutte le Parti Interessate, dell'Ambiente, della Sicurezza e dell'Aeronavigabilità integrando i seguenti ambiti:

- Responsabilità Amministrativa delle Persone Giuridiche secondo il Modello Organizzativo del D. Lgs. 231/01,
- Norma ISO 9001,
- Norma EN 9100,
- Norma ISO 14001,
- Norma ISO 45001,

To this purpose, **LINCOTEK SURFACE SOLUTIONS** has defined internal processes and has adopted procedures that respect all Interested Parties, the Environment, Safety and Airworthiness by integrating the following areas:

- Administrative Responsibility of Legal Persons according to the Organizational Model of Legislative Decree 231/01,
- Standard ISO 9001,
- Standard ISO 9100,
- Standard ISO 14001,
- Standard ISO 45001,

In **LINCOTEK SURFACE SOLUTIONS** esistono più Sistemi di Gestione, basati su Norme di carattere volontario, che sono gestiti in modo tra loro integrato e coerente le leggi dello Stato Italiano. Il documento centrale è il Manuale Integrato LSS-MI-001.

L'attuazione e lo stato di avanzamento delle iniziative approvate è formulato nel Riesame di Direzione che con cadenza annuale verifica il raggiungimento degli obiettivi e degli indicatori dei processi interni.

Inoltre, il sistema di rilevamento consente di misurare:

- **la soddisfazione dei Clienti;**
- **la salute e sicurezza dei propri collaboratori;**
- **l'impatto ambientale;**
- **le prestazioni dei processi;**
- **la sicurezza del volo.**

La presente Politica del Sistema di Gestione Integrato viene riesaminata periodicamente durante il Riesame di Direzione, per garantire la sua continua rispondenza ed adeguatezza a fronte delle evoluzioni societarie, legislative, normative e delle aspettative delle Parti interessate, in un'ottica di miglioramento continuo. Essa è divulgata e compresa da tutte le Parti al fine di sensibilizzare tutti nel perseguire gli obiettivi indicati in ogni abito aziendale e del gruppo.

In **LINCOTEK SURFACE SOLUTIONS** there are multiple Management Systems, based on voluntary standards, which are managed in an integrated and consistent manner with the laws of the Italian State. The main document is the Integrated Manual LSS-MI-001.

The implementation and progress of the approved initiatives is detailed in the Management Review which annually verifies the achievement of the objectives and indicators of the internal processes.

Furthermore, the detection system allows you to measure:

- **Customer satisfaction;**
- **the health and safety of its collaborators;**
- **environmental impact;**
- **process performances;**
- **flight safety.**

This Integrated Management System Policy is periodically reviewed during the Management Review, to ensure its continuous compliance and adequacy in the face of corporate, legislative, regulatory developments and the expectations of the interested parties, with a view to continuous improvement. It is disclosed and understood by all Parties in order to raise everyone's awareness in pursuing the objectives indicated in every corporate and group policy.

Local General Manager-LSR

(Domenico Signorini)





Lincotek Surface Solutions (TURBOCOATING CORP) has pursued and enforced responsible behaviors that **creates a value and competitive advantages**.

This practice has enabled the Company to become one of the best-in-class leaders in the high-tech surface coatings industry.

Our culture of **continuous improvement** is sustained by ongoing reviews on how we manage our processes and customer satisfaction.

The **leadership and the entrepreneurial spirit** of our organization is devoted to the creation of Managers and Process Owners able to ensure unity of purpose and direction at every level of the Company.

This social responsibility calls on us to invest in the training and development of our employees, in new technology and in new processes in order to remain successful so that we may continue to provide locally. The Company strives to create Value for all its stakeholders, namely Customers, Employees, Partners and Suppliers, both locally and globally.

Lincotek Surface Solutions has a strong Company Policy against Fraud such as inadequate disclosures and the falsifying official documentation.

We achieve this by providing excellent customer service and impeccable quality through advanced technological solutions which promote competitiveness and reliability.

Our Quality focus is the key to inspire, motivate and develop our team to be knowledgeable about their work - from Incoming Inspection through Delivery.

Lincotek Surface Solutions has defined internal processes and has adopted procedures that respect all the concerned Parties, the Environment and Health & Safety, Compliant with ISO 9001, AS9100 and in a near future the following management standards: - ISO 14001; - ISO 45001.

ITAR and Export Control Licensing to protect Customer's best interest within our site.

Lincotek Surface Solutions will integrate these various management systems, along with Federal, State and local laws to create one single best-in-class system.

Lincotek Surface Solutions will routinely conduct Management Review Meetings to monitor the Company's KPI as an indicator of the effectivity and performance of its processes.

The system will allow us to measure: - **Customers' Satisfaction - Processes 'Performance**

The Management System is reviewed periodically to ensure continuous improvement, compliance and suitability in the face of changes in the Company's organizational structure. Additionally, external competitive, regulatory environment and customer's expectations are also reviewed.

The Company Quality Policy must to be disclosed to all employees in order to achieve Company's local and Global goals.

North America General Manager-LSH



(Michele Cassin)



L'entité Lincotek Tarbes LST décline la politique du groupe LINCOTEK SURFACE SOLUTIONS localement dans le respect des exigences de ses clients et des exigences légales et réglementaires de l'état français. Cette politique est le reflet de l'engagement de la Direction à satisfaire ses clients et parties intéressées et à mettre en œuvre l'amélioration continue de l'efficacité de son Système de Management de la Qualité (voir engagement ci-après).

Les axes principaux de cette Politique Générale sont :

- Créer de la valeur pour nos clients et nos parties intéressées,
- Développer notre compétitivité,
- Satisfaire les besoins de nos clients de manière permanente (service d'excellence, qualité irréprochable),
- Se développer et être innovant dans le contexte social local,
- Garantir le respect aux normes Qualité, Sécurité et Environnement de manière intégrée et en cohérence avec les exigences légales et réglementaires locales.

La Politique Qualité et les objectifs qui en découlent font l'objet d'un examen et d'une révision périodique, notamment à l'occasion des revues de Direction. La Politique Qualité est communiquée à l'ensemble du personnel (mise à disposition du Manuel Qualité) et expliquée lors des réunions. **La direction s'engage à ne pas compromettre, la sureté aéronautique et la sureté nucléaire par d'autres priorités**

ENGAGEMENT DE LA DIRECTION

Au sein de l'entité LINCOTEK TARBES, en tant que Directeur de site, je décline la Politique Qualité générale du groupe LINCOTEK SURFACE SOLUTIONS et ses axes afin d'assurer la satisfaction de nos clients et parties intéressées et d'améliorer nos performances.

Je nomme Monsieur Simone OLIVIERI pour me représenter auprès des interlocuteurs externes. Je lui confère tout autorité pour :

- Me rendre compte du fonctionnement du système, des processus qui le composent, et de tout besoin d'amélioration,
- Encourager la sensibilisation aux exigences du client à tous les niveaux de LINCOTEK TARBES,
- Être référent « facteurs humains et Système de Gestion de la Sécurité » de l'entreprise.
- Prévenir l'entreprise et nos clients contre toutes contrefaçons, attitudes frauduleuses et suspicions de fraudes.

Il a l'indépendance organisationnelle et le libre accès à la Direction pour résoudre tous problèmes liés à la qualité.

Il est référent concernant les aspects liés à la sureté nucléaire et le suivi du plan s'assurance qualité mis en œuvre en complément du manuel qualité et des procédures de l'entreprise.

Les objectifs fondamentaux sont :

- **Le maintien de la conformité avec les normes NF EN 9100 et NF ISO 9001,**
- **La prise en compte des impacts de nos productions pour la sureté nucléaire en lien avec la norme NF ISO 19443,**
- **Le maintien de la reconnaissance de notre système Qualité et de nos qualifications par nos Donneurs d'Ordres,**
- **Le maintien de l'accréditation NADCAP,**
- **Le respect du Manuel Qualité, des procédures et instructions associées mises à la disposition de l'ensemble du personnel,**
- L'encouragement à la sensibilisation aux exigences du client à tous les niveaux de LINCOTEK TARBES,
- L'amélioration continue de l'efficacité de notre Système de Management Qualité,
- L'adaptation permanente de nos prestations par rapport aux besoins et attentes de nos clients et de nos parties intéressées,
- Le respect des délais,
- La conformité des produits,
- La diversification de nos activités commerciales,
- Le développement de nouveaux procédés en concertation avec nos clients principaux,
- L'investissement matériel sur les procédés existants et sur les nouveaux procédés,
- L'investissement pour l'amélioration continue de la sécurité et de l'environnement,
- La formation et la qualification des personnels sur les nouveaux procédés,
- Le développement des compétences et la polyvalence des personnels.

Les objectifs sont décrits en conclusion de la revue de Direction ; ils sont ensuite détaillés et mesurés dans le tableau de bord de LINCOTEK TARBES.

Je vérifie le respect des exigences de ce programme et définis des objectifs chiffrés lors des revues de direction afin d'assurer que le Système de Management Qualité demeure constamment approprié et efficace.

Local General Manager-LST

(Xavier Maury)