



**Company Profile 2023**





**APEN GROUP S.P.A. IS A LEADING MANUFACTURER OF HEATING SYSTEMS, WHO IS ACTIVE BOTH IN NATIONAL AND INTERNATIONAL AMBIT.**

**Our Vision**

We consider "caring for the environment" (environment, persons, relationships, cooperation) our way towards the excellence.

**Our Mission**

Designing and manufacturing of HVAC products for buildings that stand out for their quality and for their compliance with environmental standards (low polluting emissions, high efficiencies and minimum consumption) working with a team of people who shares with us passion, harmony, bravery, transparency and ethic in relationships.



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## A LEADING COMPANY IN INDUSTRY

With a covered surface of about 11.000 m<sup>2</sup>, APEN GROUP SPA constitutes the central core around which work many small companies.

The whole production is the result of an accurate job on development, quality and research for the future.

Many are the distinguishing competences that the company has made own and that guarantee its continuous success.

The presence of a family and managing team assures coherence when defining company policies and speediness in decisions.

An IBM AS400 operating system fully integrated with a net of personal computers with Windows Server, manages the whole organisation, assuring easiness and promptness in intercompany communications.

The website [www.apengroup.com](http://www.apengroup.com) and e-mail [apen@apengroup.com](mailto:apen@apengroup.com), allow easily communicating with all entities outside the company (e.g. customers, suppliers, associations).

A qualified team of engineers and researchers, these committees for the development of standards UNICIG, researches and develops products using CAD computer systems, translating into production the best that you obtained from the research, studying cutting-edge technical and manufacturing solutions.



## CARING FOR ENVIRONMENT

Environment protection is essential for present and next generations' quality of life. APEN GROUP's challenge is investing in research and development activities, which grant the design and the production of environment friendly products.

Such a concern is well resumed in the current slogan "Apen Group caring for environment" and it involves all the company organization: from research of suppliers and partners who share this same goal, to staff personnel, natural source optimization and definition of any prevention control and correction so to respect the fixed quality goals and environment deference.







## CERTIFIED QUALITY

APEN GROUP S.p.A. ranges among the first Italian companies to be certified by an industry-wide acknowledging system at European level. We have been audited and certified to be in compliance with the quality standards defined in UNI EN ISO 9001:2015 protocol.

## CERTIFICATION HAS BEEN OBTAINED FOR:

Design, manufacturing, marketing and service of hybrid systems, of warm air heaters, condensation heaters and exchangers, condensing boilers, water fan units, air destratifiers, air handling central units, and burners.

The commitment to quality took by the company dates back to the beginning of our history, and it is confirmed by the following milestones:

In 1988 APEN GROUP was certified by DVGW Deutscher Verein Des Gas Und Wasserfaches E.V. and it was approved as a trading partner for suspended heaters in Germany. Then approvals for the sale of these heaters in other markets followed, such as France, Switzerland, the Netherlands, and Belgium.

In 1995 all the gas-fired appliances we manufacture were certified according to EC Directives.

In 1991 we were the first Italian company in the HVAC industry to be registered in accordance with UNI EN ISO 9003 requirements.

In 1993 the auditing was extended to include compliance with UNI EN ISO 9002 standards.

In 2003, we were acknowledged to be compliant with UNI EN ISO 9001:2000, and the registration was confirmed in 2006.

In 2013 the Board of Directors has adopted the organizational model 231.

In 2017 we obtained the certification in compliance with the UNI EN ISO 9001:2015.







## CUSTOMER SERVICE

350 Technical Support Centres care with attention and competence maintenance and prompt intervention for all APEN GROUP's products.

A service that goes towards the customer identifying itself with the satisfaction even of special requirements. APEN GROUP meets any kind of design needs realising customized products.

A flexible productive organisation, the presence of technological advanced machineries for the sheet metal processing, allow saving on costs in relation to the price/quality ratio. Another important advantage, because APEN GROUP means a big potentiality in terms of, not only technological but also commercial and industrial development.