

# Smart solutions for global window systems.



# SMART SOLUTIONS FOR GLOBAL WINDOW SYSTEMS.

Building and design worlds both strongly believe that accessories have a key role in the performances of doors and windows.

Since 1986, Master Group has been designing accessories and components for doors and windows in aluminium, with a process made of research, investments, study of the aluminium's world, and through a deep attention to the quality of the materials, the research of advanced technologies (Master Group makes 97% of its own production's added value in house) to find new market's needs (domestic and international markets), and to customers' satisfaction and constant care (on time Delivery 95%).

With a 54% foreign turnover, Master is nowadays a global brand, focused on: development of new international markets, attention to safety and quality of products, continuous improvement, and waste reduction according to lean manufacturing's principles.

Master Group realizes 97% of the added value of its in-house production, covering all the steps that precede product marketing: from the analysis of market needs to design, prototyping and production.

NUMBER OF EMPLOYEES:

290

EXPORT PERCENTAGE REVENUE:

54%

ON TIME DELIVERY:

95%

NUMBER OF FINISHED PRODUCTS:

25K+

## SINCE 1986 LOOK AT THE FUTURE



Master was born and deposited his first patent:  
**Kiara** corner joint

1986



Production of **Rapid** the first Master hinge

1992



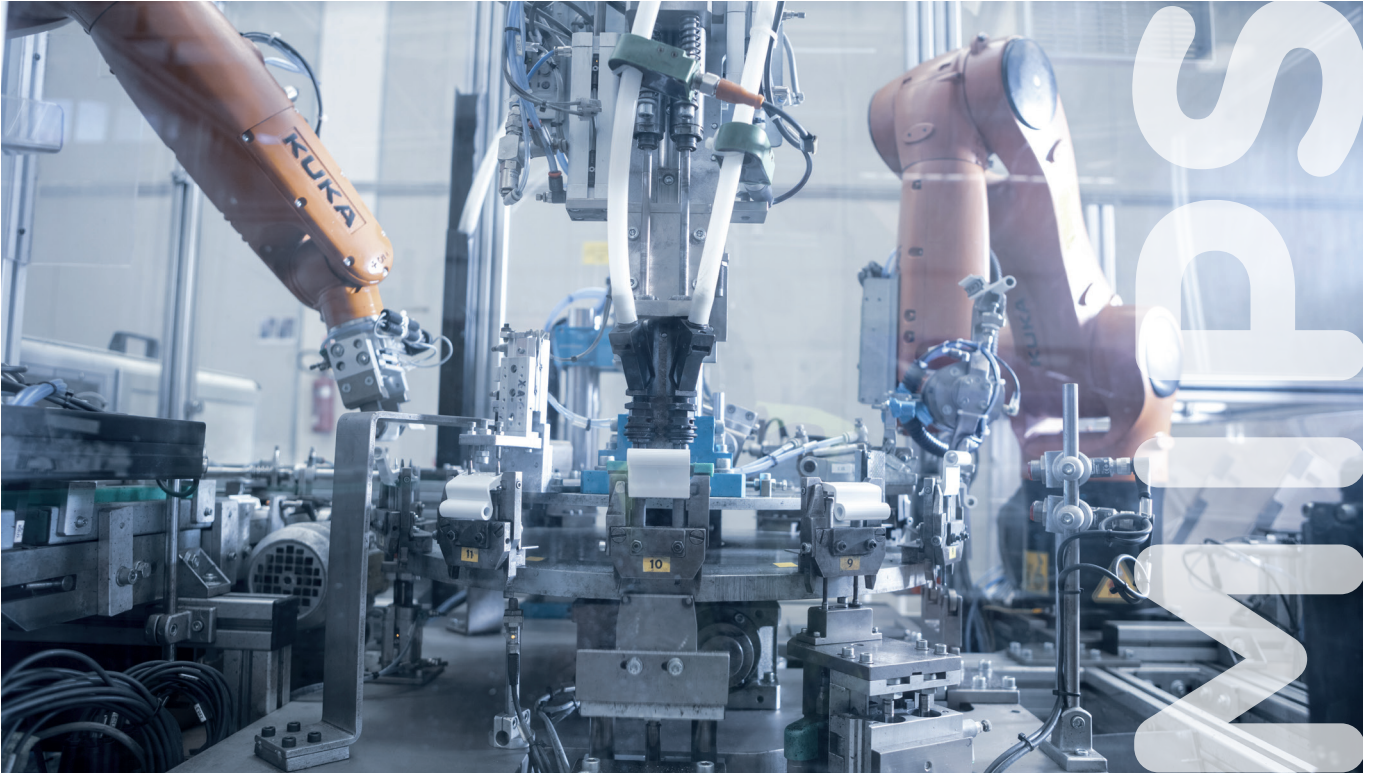
The beginning of die casting

1998



The beginning of international market challenge

2000



## A NEW COMPANY THINKING. MIPS: MASTER ITALY PROCESS SYSTEM

In 2013, Gruppo Master decided to implement a continuous improvement programme with the objective of guaranteeing customer satisfaction and managing the company's increasing complexity.

The Master improvement programme is based on the lean thinking methodology, which aims to eliminate waste by simplifying processes, getting people involved and pushing for the creation of synchronised process flows.

Activities are supported by enabling technologies:

automation, integrated machines and systems that allow to maintain the right work conditions and analyse performances in real time.

This is the basis to start increasingly challenging improvement initiatives. In 2018, five years after implementing the lean thinking methodology, the company has capitalised on the experience and has created the Master Italy

Process System, a dynamic collection of the techniques and methods to be used in different operative environments: human resource development tools and best practices to inspire new projects. Its scope includes security and the environment, continuous improvement and innovation, digital transformation and skill development.



MasterLAB



The company adopts and certifies the Life Cycle Assessment (LCA)



The beginning of Lean Transformation project



A new company thinking. Master Italy Process System

2008

2011

2013

2018



Our research studies are carried out by MasterLAB, which has been working on innovation since 2008, as well as on the evolution of legislation regarding doors and windows and on the increasingly growing market.

MasterLAB is equipped with the state-of-the-art software, and with methodological and experimental tools for:

#### RESEARCH, DEVELOPMENT AND DESIGN:

- Design of new products and improvement of existing ones;
- Prototyping and industrialization of the finished product with three-dimensional conceptual development methods, numerical verification of the finished products and in-lab experimental validation of the concept;

#### EXPERIMENTATION AND DEVELOPMENT:

- Assessment of product performances with tests on air permeability, water tightness, wind resistance and durability;
- Mechanical customisation of materials;
- Certification of products in collaboration with national and international accredited labs;
- 'Witness testing' and ITT services (Initial Test Type) offered to window manufacturers to measure energy and safety performances for CE marking (carried out in collaboration with national and international certification agencies);

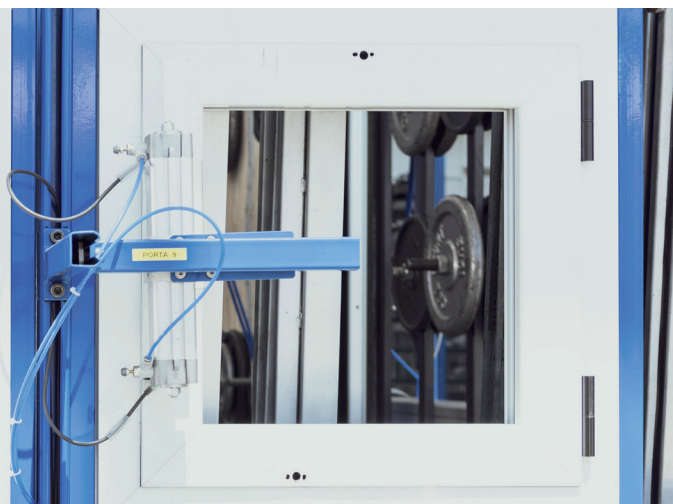
#### CUSTOMER SERVICE:

- Advice on the customisation of new products;
- Study and design of the adaptability of components on existing systems and evaluation of the resulting performance of the finished product.

MasterLAB has already 71 national and international patents/utility models, many of which are internationally registered. We offer our services by constantly focusing on all aspects related to research and development, operating in the field of design, development and testing of accessories/components for opening and closing systems for doors and windows.



**WE** think,  
create,  
innovate,  
inspire.



# OUR VALUES, OUR ENTREPRENEURIAL DNA.



## PROFESSIONAL GROWTH AND RESPECT OF PEOPLE

The company is made up of different people and these differences are an added value to the whole group. This is why we need to enhance the talent of the individual in order to reach the goal of all.



## COOPERATION AND ENTHUSIASM

Collaboration, passion and enthusiasm are the engine that propels our work. Thanks to collaboration and enthusiasm, the most innovative ideas are born. A group you can reach objectives that you could never reach alone. It is passion that drives us, let's transmit it!



## ETHIC AND SUSTAINABLE GROWTH

Our objective is not only to produce for profit but also to make our enterprise a community of people who, in different ways, pursue our same goals. Every person involved has a moral responsibility. Attention to the present for future sustainability.



## INNOVATION AND CONTINUOUS IMPROVEMENT

It takes a lot of courage to be ahead of our time. We must not be afraid of change. Innovation means looking at things with a different perspective from how other people regard things, sometimes as being unchangeable. Continuous improvement is a process that develops through small steps with medium to long-term effects, producing gradual and continuous changes.



## QUALITY FOR CUSTOMER SATISFACTION

Businesses exist because there are customers who have needs, and their success depends on the ability to satisfy those needs. Customer satisfaction depends on the quality of the products/services provided.

## THE CERTIFICATIONS





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