

## **QUALITY POLICY**

The Company philosophy has always been and still is to pursue CONTINUOUS IMPROVEMENT and CUSTOMER SATISFACTION.

From this perspective, the Company over the years has continuously tried to renew work environments, production equipment and quality control tools, obtaining the ISO 9001 certification of the Company Quality Management System (= QMS) in the early 2000s.

BUSINESS OBJECTIVES are identified and updated annually by the Management and inspired by the following guidelines:

- A. To provide all resources to implement and update the QMS according to the UNI EN ISO 9001: 2015 standard, continuously improving its effectiveness;
- B. To manage the Company's activities by processes, aiming at the rationalization and optimization of information flows and the activities themselves, avoiding redundancies, overlapping roles and authorities;
- C. To monitor all processes constantly, in order to guarantee the satisfaction of the requirements of the stakeholders involved in the corporate processes (Customers, Suppliers, employees, the community in which the company operates), the mandatory and internal requirements and to reduce resource waste;
- D. To guarantee that products which do not comply with the stipulated specifications will not be consciously sent to customers and also that: Customers' requirements and applicable mandatory requirements are understood and satisfied;  
the risks and opportunities that may influence the conformity of the products and the ability to increase customer satisfaction are identified and addressed;  
focus on increasing customer satisfaction is maintained by respecting their requirements (which will be disclosed within the company);  
the reduction of returns and quality claims by Customers is pursued;
- E. To pursue continuous improvement of process and products is a primary objective, and essentially translates into the initiation of activities that aim to prevent defects and motivate all employees towards Quality Assurance's understanding and co-responsibility;
- F. To promote professional training at all levels, in order to raise awareness among all employees about workplace quality, environment and safety.

These objectives are implemented through total involvement by all Company's employees.

The Management undertakes to carry out the QMS Re-examination and to record Quality Policy's results at least once a year, to ascertain the continued suitability and improvement achieved by the QMS itself.