

## **QUALITY POLICY**

The basic principle on which the Quality Policy is based is:

"The maximum satisfaction of the customer and stakeholders, in accordance with mutual expectations and needs, achieved through the high quality of products and services offered".

Through the systematic implementation of a Quality Management System in accordance with the requirements of UNI EN ISO 9001:20015, with the intent to pursue continuous improvement of our products and our service.

Therefore it means that:

1. We must continuously improve by designing and manufacturing innovative products in compliance with applicable mandatory standards. The ability to continuously improve will be measured not only by verifying the achievement of the objectives established in the process policies, but also by evaluating the cost-benefit ratio, the value of which will be established by the Management in the review of the quality system, taking into account the market situation and customer expectations.
2. Customers and interested parties must always be held in the highest regard and we must all operate by focusing our attention on satisfying their reciprocal requests and interpreting their needs so that they can be translated into products and services that increasingly meet everyone's expectations.
3. The ability to work towards client satisfaction can be measured by the quantity of complaints, the relative costs, the delay in processing contractual requests etc., as well as by verifying the achievement of the objectives established in the process policies. Management will quantify the value of these indicators during the quality system review so that they are relevant, appropriate and commensurate with market conditions and client expectations.
4. Quality is everyone's responsibility and personal commitment, and it is therefore the duty of the process managers and each employee to ensure that the objectives set out in this document, those relating to processes and those defined periodically in the management review are systematically achieved. To this end, it is of fundamental importance to comply with the contents of the quality system procedures, the level of application of which will be measured by DEFINED PERFORMANCE INDICATORS. The management will establish the value of these indicators during the review of the quality system and may decide to identify (and quantify) additional indicators.

The management formally undertakes to conduct a systematic and documented review of the quality system to ensure its continuing adequacy and effectiveness in meeting the requirements of the reference standard, the objectives expressed in the company's quality policy, those defined in the process policies and those that from time to time, during the review itself will be defined. The review is the institutional occasion in which the measurement criteria relating to each identified indicator will be established and the necessary resources and the most appropriate and adequate means will be made available to allow the Process Managers involved to operate so that the identified objectives can be achieved. The Management is aware that the contribution of each collaborator is fundamental for the achievement of the company's objectives, and for this purpose it has assigned precise tasks and responsibilities. The Management is committed to invest in education and training, in order to create the best conditions for each employee to carry out their activities independently and to be aware of how much their activity contributes and is important for the achievement of quality objectives.