

QUALITY POLICY

The basic principle of the Quality Policy is:

"maximum satisfaction of the Customer and Stakeholders in respect of shared expectations and requirements, through the offer of products and services of high quality" ...

This principle is systematically implemented by means of a Quality Management System in compliance with the requirements of UNI EN ISO 9001:20015, aimed at continuous improvement of our products and services. This means that:

1. We must **continually improve** in the search for innovative products, in compliance with all obligatory, applicable standards. The ability to continuously improve will be measured by verifying the achievement of the objectives established in the process policies, as well as the cost-benefit ratios, all of which will be assessed by Management in the review of the quality system and in view of market situations and customer expectations.
2. ***The Customer and Stakeholders must always be held in the highest consideration and we must all operate by focusing our attention on satisfying and interpreting the shared requests and needs, so that these can be translated into products and services that increasingly meet the expectations of all.***
3. The level of results in **customer satisfaction** can be measured by the number of complaints, the related costs, the delay in processing contractual requests, etc., and by assessing the achievement of the objectives established in the process policies. Management will quantitatively assess these indicators during the review of the quality system, ensuring that the results are relevant, appropriate and commensurate with market conditions and customer expectations.
4. Quality is a personal responsibility and commitment of everyone, meaning that the Process Managers and every other employee have precise duties in ensuring that the foundations are laid so that the objectives set out in this document, in the process policies, and as will be periodically defined in the management review, shall all be achieved. It is therefore essential that all comply with the contents of the quality system procedures, the **level of application of which will be measured** by means of **DEFINED PERFORMANCE INDICATORS**. Management will assess the achievement of these indicators during the review of the quality system and may at that time identify (and assess) further indicators.

Management formally undertakes to conduct a systematic and documented review of the quality system to ensure its continued adequacy and effectiveness in meeting the requirements of the reference standards, the objectives expressed in the company's quality policy, those defined in the process policies and those that will be identified from time to time on the occasion of the review itself. The review is the institutional occasion in which the measurement criteria for each identified indicator will be established, and the Process Managers will be delegated the necessary resources and most appropriate and adequate means for working towards achievement of the defined objectives. Management recognises that the contribution of each employee is fundamental to achieving the company's objectives, and has assigned specific tasks and responsibilities for this purpose. Management is committed to investing in training and education, providing the most suitable conditions for each employee to carry out their activities independently, and is aware of how much the activities of each contribute and are important to achievement of the quality objectives.