

## QUALITY POLICY

The company management has established a Quality Management System, as established by the UNI EN ISO 9001:2015 standard, with the aim of:

- Clearly define the context in which the company operates (market-production sector-mandatory laws and regulations)
- Define the interested parties with which the company operates on the market, focusing on the related expectations (customers, suppliers, external bodies)
- Ensure the satisfaction of the expectations of each interested party, planning precise time performance objectives and indicators for their measurement
- Manage the quality system by process, defining the risks that the company runs in each process and the actions to be taken to eliminate or minimize these risks.
- Ensure that improvement actions are carried out that result from the failure to achieve the planned objectives and the failure to satisfy the expectations of customers and other interested parties (Suppliers-Public Bodies-Certification Bodies)
- Provide for ever greater involvement of staff in the management of the quality system, making them aware of their role in this management
- Continuously review the Quality Policy to ensure that its people, in particular employees and collaborators, fully understand its contents and commit to implementing them

As part of these general and strategic objectives, the company provides for:

- Guarantee the safety of the working environment, as defined by the "Consolidated Safety Act" (Legislative Decree 81/08 and subsequent supplementary amendments), constantly updating the training of RSPP, RLS, fire prevention officer, first aid officer and the employee training provided for by the State-Regions agreement
- Guarantee the safety of the product manufactured, with compliance with current and mandatory sector regulations
- Respect the qualitative, contractual and reliability requirements of each product manufactured, providing product design that takes into account the achievement of these requirements.
- Constantly measure the quality level of the products, through the detection of internal non-conformities and those detected by the customer, modifying and adapting the internal processes based on the results obtained and the anomalies detected
- Respect the customer's requirements in terms of service provided, measuring through the indicators:
  - punctuality in deliveries,
  - collaboration and technical support given to the customer
  - customer satisfaction by intervening on internal and external logistics, in the event of non-satisfactory performance related to the service.
- Pursue the optimization of supplier performance, through the annual measurement and evaluation of their performance, in terms of quality and reliability of the product supplied and punctuality in deliveries.
- Plan the management of production orders, measuring through indicators the company turnover, the production efficiency of the machines, the punctuality of delivery of suppliers and the punctuality of delivery to the customer, the effectiveness of training and training in the field.

- Adapt the internal system documentation, based on the requirements of the new legislation, and be very flexible in subsequent adjustments to the quality system, due to changes in the market and expectations of the interested parties.

The Management takes personal responsibility for implementing the formulated policy and verifying the degree of application of the quality system through:

- Carrying out periodic internal audits on the quality system, planning the related improvement actions
- Carrying out an annual review of the quality system, to adapt it to the evolution of the company and the market
- Planning improvement actions on processes and the company quality system

All company sectors and the related staff, in applying the quality system, are required to follow the instructions of the Management and apply them in carrying out their duties.

Data: 24.09.2020

The Management