

# QUALITY POLICY

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

**“the utmost satisfaction of the customer and interested parties, respecting mutual expectations and requirements, achieved through the high quality of the products and services offered”**

Through the systematic implementation of a Quality Management System compliant with the requirements of the UNI EN ISO 9001:2015 standard, with the aim of pursuing the continuous improvement of our products and services.

Therefore, this means that:

1. We must **continuously improve** by designing and manufacturing innovative products in compliance with applicable mandatory regulations. 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 determined by Management during the quality system review, taking into account market conditions and customer expectations.
2. **Customers and stakeholders must always be held in the highest regard, and we must all operate focusing our attention on satisfying mutual demands and interpreting each other's needs so that they can be translated into products and services that meet everyone's expectations.**
3. The ability to operate for **customer satisfaction** may be measured through multiple direct and indirect indicators, 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, adequate and proportionate to market conditions and customer expectations.
4. Quality is a responsibility and personal commitment of everyone, and therefore it is the specific duty of process managers and every employee to work to create the conditions ensuring that the objectives established in this document, those relating to processes and those periodically defined during Management reviews are systematically achieved. For this purpose, compliance with the contents of the quality system procedures is of fundamental importance, and the **level of application will be measured** using **DEFINED PERFORMANCE INDICATORS**. Management will establish the value of these indicators during the quality system review and on that occasion may decide to identify (and quantify) further indicators if necessary.

*Management* formally undertakes to conduct a systematic and documented quality system review in order to ensure its ongoing adequacy and effectiveness in satisfying the requirements of the reference standard, the objectives expressed in the company quality policy, those defined in the process policies and those defined from time to time during the review itself. The review is the official occasion during which 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 enable the involved Process Managers to operate so that the identified objectives can be achieved. *Management* is aware that the contribution of every employee is essential for achieving the company objectives and, for this purpose, has assigned precise duties and responsibilities. Management undertakes to invest in training and development in order to create the most suitable conditions enabling every employee to carry out their activities independently and to be aware of how much their work contributes to and is important for achieving quality objectives.

Arre, 31.01.2018

  
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