

**QUALITY POLICY**

- 1.1 The management defines and documents its quality policy, including objectives and commitments to quality.
- 1.2 Quality policy reflects company objectives and the needs and expectations of its clients.
- 1.3 The management guarantees that this policy will be understood, carried out and supported at all levels within the company.
- 1.4 The management guarantees that the necessary resources will be available to carry out the quality policy.
- 1.5 The quality policy and its relevant objectives shall be verified and updated by annual examination by the management.

**Declaration**

Using a system of Quality Control, the management undertakes to achieve the following objectives:

- **To analyze company risks by identifying external threats and opportunities and internal strong and weak points. The objective is to exploit opportunities with acceptable risks for the company.**
- To improve company services both in understanding and developing the clients' needs and in responding to them punctually.
- To identify, diminish and/or eliminate any company non-conformity.
- To diminish and/or eliminate clients' complaints.
- To improve the efficiency of company processes with regard to fully satisfying clients' needs.
- To ensure that processes are carried out in conformity with current regulations and the laws applicable to the company.
- To define objectives and targets and integrate them with existing operations and company development plans.
- To make the utmost effort in organizational terms to fully satisfy clients.
- To appropriately motivate workers with timely training/skills programmes to gain the loyalty of the workers.
- To carry out the work in a company climate which is relaxed but stimulating.

To achieve the above, suitable methods and monitoring, measuring, analysis, and improvement of critical company processes must be identified and used to ensure the quality of the products/services provided and of the satisfaction of the Client and the User with the aim of:

- Evaluating and monitoring the effectiveness of the Quality Control System in satisfying specific requirements and in showing conformity in the services provided.
- Evaluating and monitoring the efficiency of Quality Control and in general both organizational and economic management.
- Evaluating the ability of Quality Control and the organization in general to meet the objectives.
- Identifying and taking suitable action to improve Quality Control both in effectiveness and efficiency.

**The management undertakes to plan and carry out a process of continuously involving all the staff in order to give them the necessary awareness of the concepts and tools for quality. Quality control must be carried out in conformity with the regulations in the international norm UNI EN ISO 9001:2015.**

All staff must strive to achieve the objectives identified in this document.

Any changes to quality policy shall be defined on each occasion by the management in the report on the re-examination of the system. This present document is available to all interested parties so that they can work in accordance with its contents.