

QUALITY POLICY

The Company's mission

The Management makes a formal commitment to follow the development of the Quality Management System in order to achieve the preset objectives increasingly more effectively and efficiently.

To this end, the Management has drawn up a Quality Policy document addressed to all personnel and disseminated both by displaying it on the company notice board and by publishing it in digital format on the company Intranet, where it makes clear the company's willingness to work to meet market requirements and to comply with the mandatory standards and laws applicable to its activities.

From time to time, at least once a year, the Management will carry out special reviews to evaluate the application of the QMS, the results obtained and the effectiveness of what has been put in place to achieve the objectives, as well as to ascertain that the resources employed are adequate to meet the needs from a professional and technological point of view.

The Management's main commitment is to ensure that the customer's needs and expectations are defined, in order to achieve customer satisfaction through the organisational structure set up for this purpose.

Customer expectations are defined through the analysis of feedback data, complaints, customer surveys and market analyses and are met through the implementation of any preventive or corrective actions.

Therefore, the company's main 'mission' is customer satisfaction.

To achieve this objective, the Management is committed to providing the most appropriate tools and training to all departments and, through the Quality Management System, to ensuring that all processes are continuously monitored to seize every opportunity for improvement and make the processes increasingly more efficient and the departments involved increasingly more satisfied.

Finally, the company is also open to collaboration with its customers through the introduction of new processes. The Management hopes that any such extensions will be subject to the same general principles set out in this document.

Our principles

The permanent principles underpinning the company's quality policy provide for the sharing, involvement and participation of all company personnel in the effective implementation of the Quality Management System.

The following principles form the basis of the company's Quality Policy:

- compliance with contractual requirements regarding the products/services the company provides
- compliance with the requirements of all applicable directives, standards, regulations and laws
- the effective application of the Quality Management System
- the effectiveness and efficiency in the implementation of the service
- the involvement of all personnel

- the active involvement of suppliers as partners of the company's business
- continuous improvement.

Our objectives

In line with the principles expressed, each year the Management defines Quality Objectives during the review phase, monitoring them by means of appropriate indicators.

These objectives/indicators, which are measurable, expressed in terms of results to be achieved and time targets to be met, are defined through the departments responsible and the actions taken to achieve them, as well as being regularly monitored.

Each year, during the Management Review, the results obtained are analysed and the improvement indicators set in the previous year are redefined.

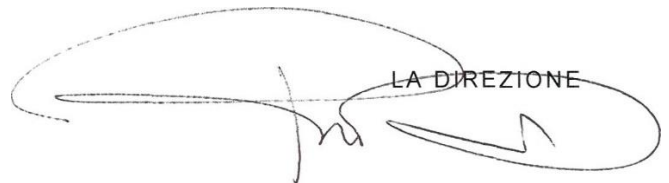
The specific indicators aimed at evaluating and monitoring the effectiveness of the various company processes/departments and the objectives set are discussed by the Management during the review and concern the following:

- level of customer satisfaction and loyalty
- qualification and monitoring of suppliers of goods
- sales network performance
- company turnover and margin
- management system performance

With regard to the indicators pinpointed for the aforementioned processes, thresholds are defined and, if necessary, updated by the Quality Manager in agreement with the department heads.

These activities are all part of the continuous improvement process of the company's Quality Management System.

08 March 2024

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