

# Quality Policy

The Management is aware that the success and the existence of its organization depends on its ability to meet the needs and expectations of customers and parties concerned.

For this reason, it has activated a Quality Management System according to the UNI EN standard ISO 9001:2015 as a tool to maintain and improve the satisfaction of the customer.

In the planning of the Quality Management System, the Management has considered and assessed the risk in case that the activities and processes did not give the expected results. Consequently, it determined actions to mitigate risk within acceptable values, to keep it constantly controlling the effectiveness of such actions and improving them according to the experience gained.

In doing this, it took into account the context in which the organization works, both in terms of external factors (eg. market mutation, legislative variability, technological evolution, growth of competition), both in terms of internal factors (eg. availability of investment resources, technological heritage, skills and competence of people, organizational structure).

Consequently, the Management undertakes to manufacture products that meet the customer's requirements, those mandatory and applicable norms.

Given that customer needs and expectations change over time, driven by the technical progress and under competitive pressure, the Management also commits itself to continuously improve products and processes to achieve them.

Since the Management believes that satisfaction of the customer and interested parties is also achieved with the participation of the personnel involved in the various processes, it implements all the initiatives for training and updating of skills and to favor situations that can meet the expectations of professional growth of the staff itself.

Considering that even satisfied suppliers contribute to increase the customer satisfaction, any collaborative relationship will be favored to improve the product, make it cheaper, faster to deliver, more satisfying to the needs of the market expectations.

The Management is personally involved in the implementation of the Policy as articulated above; it therefore undertakes to periodically verify the effectiveness of the Quality Management System, and undertakes to promotes initiatives for its improvement.

In order to implement the Quality Policy, the Management indicates and manages, on a specific document, measurable quality objectives that are consistent with the policy and achievable.

Schio, 25/07/2023

THE MANAGEMENT

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