



POLITICA PER LA QUALITA'

Our primary objective is to promote and consolidate the development and improvement of our Quality Management System

The Management relies on the enhancement of all staff and the technology of its plants to establish itself as a partner ready to meet the needs of our customers.

The Management undertakes to:

- ensure that the Customer's and the product's requirements are identified, defined and satisfied in order to increase customer satisfaction;
- inquiry customer satisfaction in order to control and improve it over time;
- develop a system of continuous improvement of the effectiveness of the Quality Management System through the systematic application of the provisions of the documentation of the Quality Management System;
- carefully check the context in which the organization operates and assess the related risks and / or opportunities;
- improve the environmental impact of its activities in compliance with the applicable mandatory requirements;
- comply with the mandatory requirements on Health and Safety at Work.

The achievement of the prefixed Objectives is measured by analyzing the progress of the following indicators:

- Customer complaints trend,
- Internal non-compliance trends,
- Customer satisfaction trend,
- Performance of internal and external audits,
- Performance of suppliers,
- Specific trends related to each business process,
- Satisfaction of internal and external stakeholders.

The numerical objectives are established in specific improvement plans issued in the Management Review protocol that contains the measurement criteria, the necessary resources, the development time planning, and are disclosed to the internal staff.

To ensure the activation, development and maintenance of the Quality Management System, the Management undertakes to implement the organizational and relational conditions suitable for disseminating and making the whole staff understand the importance of the contents of the Quality Policy and ascertaining their understanding.

The Management, strongly committed to the achievement of an Authentic Quality, urges all staff to adhere to the initiatives already under way and to those that will be implemented with availability and professional commitment.

Date: **25/01/2018**

General Direction:

A handwritten signature in black ink, appearing to read 'Giovanni...' followed by a stylized surname.