



Quality Policy Summary

Quality Mission

We maximize growth and value for all stakeholders through a quality management

- ▶ we offer products that meet the needs of our customers
- ▶ we provide sales support services that meet customer needs
- ▶ we pay attention to customer satisfaction
- ▶ we continuously improve, develop and update production and business management techniques and methods

Company Values

The quality management of our company is inspired by quality values

- ▶ we believe in the quality and value of the products & services that we offer
- ▶ we believe in the professionalism of the people who work in our company
- ▶ we believe in the respect of customers & suppliers and their implicit and explicit needs, who we consider as partners and collaborators
- ▶ we believe that relationships with customers & suppliers should be based on correctness, sincerity and respect for stipulated agreements

Company Values

The quality management of our company is inspired by quality values

- ▶ we believe in the respect of "rules" and, in this context, we promote the awareness of our collaborators in compliance with current regulations
- ▶ we believe in personal responsibility for one's actions and decisions
- ▶ we believe that teamwork and collaboration are essential elements for business success and we want to establish a team spirit.

Quality Targets

The quality system is designed to reach the management targets

- ▶ create products meeting technical and performance requirement of customers at correct market price
- ▶ supply the products in the agreed delivery times
- ▶ maximize the quality of the products, both real and perceived by customers
- ▶ maximize the quality of the products, both real and perceived by customers

Quality Targets

The quality system is designed to reach the management targets

- ▶ identify the risks connected to all company processes and work to reduce their incidence
- ▶ establish a healthy working environment by minimizing risks for workers
- ▶ promote the professional development of workers