



The primary objective of our company is the satisfaction of our customers and other stakeholders (employees, suppliers, external environment), in accordance with their needs and expectations. The company quality system must therefore become, in addition to that of a fundamental internal management tool, the instrument with which to document and demonstrate how much has been done to ensure the quality of internal products and processes, and to enable continuous improvement..

**We therefore consider the following objectives essential:**

- comply with the provisions of DECREE of 22 September 2020, n. 188, in order to ensure that the product meets the requirements and that these requirements are maintained until delivery to the customer;
- the compliance of our product and service with the requirements specified by you, those implied by your use and with mandatory standards as well as with the regulations applicable to our business area;
- The continuous improvement and optimization of organizational, production and management processes to reduce waste of resources and resources wherever possible;
- To work with the customer in product definition and service methods, to gain their trust through mutual exchange of experience;
- gain an increasing knowledge of the quality system procedures and activities throughout the organization, ensuring that the company policy is understood and implemented at all levels;

**To achieve these goals, we believe it is important to:**

- compliance with the requirements of authorizations or permits issued by competent authorities;
- perform and review the context analysis by defining relevant stakeholders for the Management System and the requirements of those stakeholders that affect the Management System;
- Identify actions to address risks and opportunities in order to provide assurance that the QMS can achieve the expected results, increase desired effects by anticipating and reducing unwanted effects, and achieve improvements.
- maintain an active Management System by la Qualità certificate from a third party accredited in accordance with the UNI EN ISO 9001:2015 standard which guarantees control of the production process and provision of services;
- plan periodic meetings with the Management, for the definition and review of the Quality improvement objectives;
- the creation, development and support of a Quality Management Manager (RSGQ), in order to guarantee the management of the Quality System;
- monitor process performance indicators to prevent and remove the causes of reported problems;
- periodically set new objectives for the indicators and periodically review our Quality Policy to ensure its continued suitability;
- use qualified suppliers who are able to ensure constant quality production and periodically evaluate them to ensure their adequacy;
- implement a continuous and decisive awareness-raising activity towards internal personnel to ensure behavior appropriate to the requirements of the Quality System;
- Quality surveillance (to be implemented on the basis of internal audits, process control, data analysis, etc.), to ensure that what is specified in the Policy and by the documentation system la Qualities implemented effectively.
- pay particular attention to actions and activities that may affect climate change, assessing opportunities for reducing or mitigating impacts.
- consider climate change aspects and risks in the development, maintenance and effectiveness of their management systems.
- determine whether climate change is relevant or not and, if so, consider it as part of the analysis of risks and opportunities.
- ensure that climate change, if deemed relevant, is considered under each management system.

The General Management, in collaboration with the Quality Management System Manager, periodically reviews the product, process and service indicators to evaluate the effectiveness of the Management System la Qualities their impact on customer satisfaction.

DATE

17/01/2025

The General Management  
Silvia Bernardi