

# Quality policy

*Being able to analyze and satisfy the expressed and latent requests of Customers is the priority target we set ourselves, and therefore the strongest partnership of all parties involved is necessary, through a constant collaborative relationship that involves the company's staff, Customers/Customers and external suppliers as well as the constant monitoring of internal and external factors that characterize the context in which we act together with the relevant expectations of involved parties.*

*But in addition to guaranteeing a product/service that meets requirements and applicable regulations, we must increase our capabilities and improve our professionalism in order to minimize risks and optimize opportunities related to factors from the context and expectations from relevant stakeholders.*

*As a first step for a continuous development and improvement of our company, we must:*

- *monitor “what”, “who” and “how” affect us in the management of business processes;*
- *define, measure and analyze actions to optimize the impact of the relevant factors;*
- *define, measure and analyze the level of our performance;*
- *measure and analyze the level of satisfaction of our Customers;*
- *plan both review and improvement activities of the Company Management System;*
- *promote conditions for developing the awareness and plan the appropriate training for the professional growth of the whole staff, both internal and external;*
- *carefully select suppliers and external collaborators.*

*These activities must aim to guarantee:*

- *the supply of products and services that comply with current laws and regulations;*
- *the provisioning of services that meet quality standards stated in the contract and, even before, defined in marketing activities;*
- *organizational optimization of resources with the aim of offering customers increasingly competitive services;*
- *selection and continuous monitoring of suppliers for products and services.*

*With this in mind, our company has decided to set up, certify and maintain a Company Quality System compliant with the provisions of the UNI EN ISO 9001:2015 in which Company, Customers, Suppliers and all relevant stakeholders are increasingly involved in a global improvement process that allows to use the know-how of everyone in the best way possible and to solve quickly and at the lowest price any problem and/or non-compliance.*

*In this regard, we commit ourselves to take an active role in promoting and guiding all activities having an influence on Quality and making available all necessary resources for the spreading of the contents of the Company Management System.*