

The Management is aware of the importance and the need to demonstrate and document to customers the organisation's ability to regularly provide products and services that comply with the applicable binding requirements, and it has deemed it appropriate to establish a quality system in accordance with the provisions of the UNI EN ISO standard 9001:2015.

The Management demonstrates leadership and commitment to the quality management system and has emphasised meeting the needs and expectations of the parties concerned as its primary objective.

The objectives are as follows:

- Supporting customers by bringing innovation and reliability through integrating the best technologies available;
- Devoting the necessary attention to analysing customers' needs and situations in order to correctly assess the convenience, feasibility and implementation costs of the new requirements, and in order to identify the path to be taken to minimise the impact of the change on a case-by-case basis;
- Constituting a benchmark partner on which CUSTOMERS KNOW THEY CAN COUNT, not in virtue of a schematic vision of rules and principles but for its ability to shrewdly interpret the need for renewal and to translate companies' expectations into functional logic;
- Operating with effectiveness, efficiency and reliability, using all the necessary resources in order to ensure compliance with the principles of diligence and fairness in addition to compliance with applicable regulations;
- Carrying out activities with a commitment to comply with the relevant legislation, laws and regulations relating to the sector;
- Prioritising suppliers that act with a view to continuously improving quality in the release of their products and services;
- Pursuing the continuous improvement of existing technologies, facilities and equipment in order to improve qualitative and quantitative aspects;
- Preventing and correcting possible problems and non-compliant situations by analysing and reducing the causes that led to deviations between the results set and the results achieved;
- Involving all staff and collaborators through constant information and training activities on organisational culture in order to pursue continuous process improvement;
- Promoting sustainability: as this is a priority of ours, we have introduced several initiatives that, besides being functional to the company's activities, aim to raise awareness of environmental issues and involve each member of our team in applying concrete actions that can generate a positive impact.
- Periodically reviewing the policy, objectives, targets and related implementation programmes and giving them adequate visibility within the company.
- Appointing each Manager the task of coordinating his or her co-workers and directing them towards continuous improvement.

In order to achieve these objectives, the Management undertakes to:

- ensure that the corporate policy is supported at all levels of the organisation;
- guarantee the human resources and tools necessary to achieve the company's objectives;
- encourage the improvement of each employee's individual capabilities and the best corporate atmosphere.

The objectives defined annually are included in the improvement plan. All of the phases of this plan constitute a priority element that determines a constant commitment of all staff in the pursuit of continuous improvement.

In addition, the Management undertakes that:

- all workers be trained, informed and in full awareness as they carry out their tasks safely in compliance with the requirements linked to the company's activities, and in awareness of the individual responsibilities of each of them within the company management system;
- the whole corporate structure participate in achieving the assigned objectives according to its own responsibilities and competences. The company policy and objectives be disseminated through the distribution of this document and the company management system documentation. This document be available to the public: the Company is taking steps to disseminate it in various forms of communication and distribute it to anyone who requests it.