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QUALITY POLICY	Ed. 2 Rev. 1 del 02.05.2022
	UNI EN ISO 9001:2015
	PAGE 1/1

The General Management has identified the following topics as guidelines for the entire Organization.

a) Customer focus

The Organization must systematically and in a documented way ensure the quality level of its products and services, with a view to continuous improvement of both the service and the organization itself, in order to achieve ongoing customer satisfaction.

b) Leadership

Active leadership and guidance by the President, supported by a Quality Management Committee, aimed at continuous improvement.

c) Staff involvement

The Organization believes that the conditions for the personal and professional development of each employee lie in placing trust in everyone and in the ability to interpret and consistently share any new needs related to their role.

d) Process approach

The Organization conducts an analysis of results following the implementation of each process, understood as a set of interrelated activities that transform input information into output information.

e) System approach to management

Identifying, understanding, and managing the set of processes within the Organization contributes to determining the effectiveness of activities and the overall efficiency of the Organization.

f) Continuous improvement

For the entire Organization, the goal is continuous improvement, understood as transparency of information, versatility and proactivity of personnel, also through the use of suitable management tools.

g) Evidence-based decision making

Analysis of information coming from various areas within or outside the Organization.

h) Mutually beneficial relationships with suppliers

The Organization is aware that collaboration with suppliers, both of materials and services, is essential for the continuous improvement of products and activities.