

## 1. REVIEW DETAILS

Rev.	Date	Description of changes made
0	02/05/2022	Previous release
1	26/01/2024	General update of contents

## 2. QUALITY POLICY

It is General Management's aim to maintain its certified Quality Management System operational in accordance with UNI EN ISO 9001:2015, based on the internal and external context in which it operates and by drawing up a Quality Policy with a focus on the following:

- Responding to the needs of our customers for the sectors in which they operate, with particular reference to:
  - Compliance with customer specifications
  - Service and product reliability
  - Customer satisfaction
- Personnel training, motivation and awareness.
- Availability of adequate resources (environments, equipment and means)
- Selection and growth of qualified suppliers
- Implementation and improvement of a Quality Management System that ensures that its processes and services comply with legal and voluntary conformity obligations and the relative standards and specifications as follows:

*UNI EN ISO 9001:2015 Quality Management Systems - Requirements*

Management sets quality objectives, which it reviews periodically to check that they are up-to-date and effective in order to ensure continuous improvement and review of its policies.

Continuous improvement is of prime importance, where risk-based thinking is key. This can be achieved by making improvements to services, products, organisation and professionalism.

Management also encourages the application, improvement and development of the Quality System and it takes steps to ensure that the management principles contained in the Manual, procedures and instructions are explained to and understood and shared by all personnel.

It is therefore necessary for Quality, Safety and protection of the environment to be considered as fundamental aspects of the Company's activity at all levels and as factors that make the difference between success and failure in each company department.

General Management

