



## MANAGEMENT PROCEDURE

Quality management system compliant with UNI EN ISO 9001:2015  
QUALITY POLICY

MOD 02-08M

The organization aims to consolidate and strengthen its position in a national and international market, characterized by a context that disrupts the company management system, certified according to ISO 9001: 2015:

- Increasingly pressing customer demands (implicit and explicit requirements).
- The development of product quality standards aimed at optimally meeting the explicit and implicit requirements.
- Attention to stakeholders, context, risk analysis, and initiating related opportunities.
- Evolution to internal and external communication.
- Effectiveness of actions related to the PDCA plan (Deming cycle, Plan Do Check Act)

This means determinedly striving to achieve full customer satisfaction, in addition to satisfying any other interested parties, such as employees, suppliers, associates, and the community.

Customers' needs and expectations must be correctly understood and instilled throughout the Company so that they are recognised and internalized at all levels through the use of technological and innovative means. As a result, the activities will be performed more efficiently and effectively over time.

With this in mind, the organization sees Quality as a:

- Tool for creating corporate and personal assets
- Tool for increasing profitability
- Distinguishing element
- Management tool
- Tool to help the company obtain a quality level par excellence by increasing and diversifying the business.
- Continuous improvement tool with the evaluation of effectiveness and efficiency for each business process determined by input, output, and relative measurement of process performance
- Enhancement of the error occurred / anomaly to achieve the concept of continuous improvement desired by ISO 9001: 2015 by activating the related corrective and improvement actions

While taking into account the requirements and expectations of the Customer/Market and applicable mandatory requirements, everyone must focus on optimising the overall performance over time by:

Reflecting on the facts and unequivocal data;

Always using the systems, equipment, and human resources necessary to produce what is required in compliance with the current environmental, safety, and prevention standards;

Developing activities according to the logical schemata, which comprises planning, implementing, verifying, carrying out improvement-focused actions, and consolidating;

Introducing specific continuous training activities - whether these include process, product, and system quality-related content or technology and/or safety-related content - in order to increase continuous improvement awareness, as per the management's aim;

Adhering to the basic principles of quality and ethics with regard to the customers, collaborators, employees, suppliers, and any other interested parties;

Controlling, managing, and improving the company processes, in addition to continuously planning and measuring performance by comparing it to set objectives and correcting any deviations.

Continuous improvement is reviewed annually as part of the Quality Management System consistent with this Policy and the Annual Plan, consisting of specific indicators and measurement parameters for the individual business processes that interact with one another to implement the Organisation's Management System.

All properly trained personnel must be considered involved and jointly responsible for meeting the needs of customers and other interested parties.

The Quality Manager and all the sector managers undertake to disseminate and explain this Quality Policy with the utmost transparency at all levels of the organisation. The quality policy is distributed throughout the organisation by means of posting the said document and/or directly communicating its content to all employees. The employees must understand the quality policy, understand how it affects them and their role within the quality management system, and promptly report any application difficulties related to changing internal and/or external needs or framework conditions to the QA manager.

In line with what has been written, quality cannot be separated from any of the aforementioned commitments, and the failure to meet even one of these is to be considered a partial failure of the Organisation.

Via WEB communication, information regarding the organisation's quality principles and their total satisfaction is available on our company website and is disseminated to interested parties that directly or indirectly interact with our organisation.

Chiarano, 20.03.2023

The Management Representative

5	Update with context, risks, communication, PDCA, Continuous improvement,	20/03/2023
Rev	Description modification	Date