

QUALITY POLICY STATEMENT

The organization, in order to maintain and increase the Quality Management System **ISO 9001-2015 and correctly implement the UNI EN 9120-2018** system, sets itself the following strategic objectives:

- To seek the optimization of the business processes in order to achieve, through continuous improvement, the highest level of efficiency and effectiveness, in compliance with contractual requirements and with the quality of the services delivered; thus providing the customer with a quality service which is reliable, safe, timely, punctual and flexible;
- To develop its ability to meet and anticipate the needs and expectations of customers and all stakeholders, monitoring their level of satisfaction, handling complaints and proposing initiatives for their information and involvement;
- To ensure that every employee working within the organization feels personally involved in the implementation of the Policy, in relation to their duties;
- To guarantee legislative compliance with international, European, national and local standards, with reference to the quality of the service provided;

In order to achieve the above mentioned objectives, the Management believes the following actions are essential:

1. To perform and review contextual factors and stakeholder needs by identifying and assessing system and opportunity risks.
2. To give a management structure to the company that ensures an organic and clear definition of tasks and responsibilities;
3. To designate a management representative to supervise and resolve arising issues related to the quality management;
4. To implement the working methodologies so that the company's activities can be managed in a controlled manner and that "best practices" can be sought and applied for them;
5. To plan the company's activities with a view to be strictly compliant with contractual commitments and planning actions, and to address risks and opportunities associated with the company's objectives, contextual factors, and the expectations of stakeholders.
6. To manage every process, both internal and across the organization, through the PDCA methodology, that is to plan, perform, control and act by standardizing or redesigning the processes to make them effective and efficient;
7. To establish appropriate controls to ensure the compliance of products and prevent the use of counterfeit parts by purchasing products directly from the original manufacturers or authorized distributors and maintaining product identification and traceability throughout the supply chain.
8. To use technologies aimed at the continuous improvement of the services quality;
9. To implement effective methods of communication with stakeholders, constantly improving both the means of communication and the means of intervention in reply to requests;
10. To communicate the Quality Management System policy and objectives to stakeholders;

11. To train and raise awareness among all personnel and in particular the company's managers in the implementation of the Quality Management System, so that the guidelines of this policy and the concrete objectives are understood and acknowledged by all personnel at various levels;
12. To increase the training of each employee in order to maintain the quality and efficiency standards that the company has set for itself;
13. To implement effective methods of updating applicable legal requirements;
14. To periodically assess, through internal audits, the compliance of the Management System with reference standards, with its own Policy and with what has been planned and programmed; in particular, by verifying the achievement of the objectives set through periodic management reviews;
15. To continuously improve the Management System on the basis of the review results.
16. To implement the involvement of all workers in company life through the introduction of procedures and tools to encourage dialogue and improve the company climate;
17. To implement the continuous improvement of communication channels, information and stakeholder involvement;
18. To promote the suppliers' involvement and implement awareness/monitoring systems in order to verify the compliance with quality requirements;
19. To focus attention on maintaining a service which enables the customer's satisfaction and improvement through the delivery of products that correspond to what was requested in compliance with the timeframe, keeping personnel trained in efficiency.

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The President
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