



## Quality policy

In order to achieve complete satisfaction of its Customers, to consolidate and enhance competitiveness a certification project has been launched and is being actively kept according to norm UNI EN ISO 9001/2008. Continuing improvement on quality of supplies, services and internal processes means achieving our quality objective and requires involvement and attendance of all and is founded on some important requirements:

- Large and systematic involvement of all employees is a basic requirement;
- Interfunctional activities are necessary to effectively realize that involvement;
- Ideas and suggestions aimed to improvement have to be stimulated and encouraged to keep system effectiveness;
- Technologic and organizational innovation improves internal processes and also consolidates the company image;
- Improvement of skills and culture at any level is the way to increase competitiveness;
- Quality is the result of all those activities which concern any business department and this is why any part of the company is expected to join the project for an efficient Quality Management System, taking part in control, prevention and improvement of quality besides achievement of objectives decided by the Management;
- Our Quality System and all its phases represent a priority for the company Management, for area representatives and for all the employees, who will have to do personal and continuous efforts in supporting the System and any possible check on it.

The Management undertakes to constantly develop and improve the Quality System by estimating its effectiveness through:

- Quality system planning in order to obtain the set objectives;
- System checking with measurable objectives and results;
- Proper communication processes;
- Investments in tools and resources,
- Definition of needed infrastructure;
- Guarantee of an appropriate work environment;
- Identification of needs for personal training.