



The Management is aware that the success and the very existence of its organization depends on its ability to meet the needs and the expectations of customers and stakeholders.

For this reason, it has put in place a Quality Management System according to UNI EN ISO 9001: 2015 as the instrument to maintain and improve customer satisfaction over time.

In the planning of the Quality Management System, the Management considered and evaluated what kind of risks the activities and processes will have if they did not yield the expected results. As a result, it has determined actions to mitigate the risk within acceptable values, to continuously monitor the effectiveness of such actions and to improve them according to the experience gained.

In doing so, it took into account the context in which the organization operates, both in terms of external factors (eg market mutation, legislative variability, technological evolution, competition growth), and in terms of internal factors (eg availability of investment resources, technological assets, people's skills and competences, organizational structure).

Therefore, the Management is committed in making products that meet customer requirements, binding standards and applicable standards.

Given that customer needs and expectations change over time, on the push of technical progress and under pressure from the competition, the Management is committed to continuously improving the products and processes to realize them.

As the Management believes that customer satisfaction and stakeholder satisfaction is also achieved by the satisfaction of personnel involved in the different processes, it will take steps to train and update skills and to help situations that can meet the expectations of professional growth of staff.

Considering that even satisfied external suppliers help to increase customer satisfaction, any collaborative relationship will be encouraged to improve the product, make it cheaper, faster to achieve, more satisfying to the needs and expectations of the market.

The Management is personally involved in the implementation of the Policy as articulated above; therefore it undertakes to periodically check the effectiveness of the Quality Management System, and to promote initiatives for its improvement.

In order to implement the Quality Policy, the Management indicates and manages, on a specific document, measurable quality objectives, consistent with the Policy and achievable.

THE MANAGEMENT