



## Quality Policy of the Group

Our company decided to engage in a process of rationalization and improvement of internal procedures and Customer needs satisfaction. It has adopted an organizational and management model complying with the UNI EN ISO 9001 standard, currently in the 2015 revision, which includes:

- ✓ Evaluating the context in which the Company operates, with particular attention to the needs and expectations of interested parties;
- ✓ Determining the risks and opportunities related to business processes;
- ✓ Defining quality objectives by specifying the related indicators, methods of measurement and control, and achievable improvement indices;
- ✓ Aiming for the complete satisfaction of Customer needs through their precise definition, compliance with contractual terms, prevention and management of non-conformities and complaints;
- ✓ Pursuing the constant growth of the competence of its structure, and the efficiency and effectiveness of its operations, through:
  - The definition, knowledge, and control of production processes;
  - The provision of adequate resources, through training and updating activities;
- ✓ Operating towards continuous improvement of service production processes for Customers as well as the overall effectiveness of its Quality Management System.

To implement the Quality Policy, the Management of our company:

- Evaluates the adequacy of available resources, providing necessary integrations;
- Ensures the necessary information and training of personnel;
- Analyzes process performance, identifying any causes of failure to achieve previously set improvement objectives and adopting necessary corrective measures.

All collaborators are required to contribute to the complete satisfaction of Customer needs and to the best implementation of the Quality Management System.

*GENOA, 01/02/2023*

Management Department