

*QUALITY POLICY*

In order to pursue the full satisfaction of our customers, consolidate and increase the competitiveness,

the Organization defines and promotes the Quality Policy through the committment of all those working in the company and for the company.

In oder to achieve the “quality objective”, intended as constant improvement of the quality of products, services and internal processes, it is necessary the involvement of everyone and the awareness of one’s role and responsibility in attaining the objectives.

Reference points of the management System are the dedication to the customer and the parties concerned, the professional excellence, the reliability of products and services provided, the innovation and creativity.

Guidelines of Company’s Quality Policy that the organization intends to pursue through the systematic application of the quality system and context analysis, translate into specific commitments by the Direction regarding the following points that are evaluated through the analysis of specific indicators in the review of the direction.

|  |  |  |
| --- | --- | --- |
| PROCESS | OBJECTIVES | ACTIONS |
| Economic aspects | * Improve volume of turnover | * Monitoring of commercial activities and marketing * Attention to customers’ requirements * Adaptation to the demands of the market |
| Commercial Area  Customer satisfaction | * Monitoring of the indexes of Customer satisfaction * Respect for delivery times * Growth prospects * Customer loyalty | * Constant attention to required and binding requirements, needs and expectations by constantly monitoring the degree of customer satisfaction and loyalty in order to improve the Quality perceived externally, to prevent complaints and respect delivery times, providing the customer with a high-value product and service. * Interfacing with Customer and speed of response * Constant improvement with interest to the market evolution * Website |
| Purchasing Area  Suppliers | * Periodic Supplier qualification and evaluation * External non-conformities cost containment | * Expect full respect of quality requirements required by supporting suppliers through a constant and constructive cooperation together with a Quality Policy awareness |
| Production Area | * Monitoring of activity operating times in order to guarantee respect for agreed timeframe. * Monitoring of production efficiency * Ensure equipments maintenance in order to contain unforeseen events, non-conformities and machine stops * Appropriate instruments * Monitoring of non-conformities and scraps according to the pieces produced * Non-conformities cost containment * Possible claims cost containment | * Technological and organisational innovation in order to improve the internal processes and, consequently, the Organization image and competitiveness. * Periodic maintenance of the systems * Eliminate any Product defects through appropriate internal controls and review of suppliers’ performance and relevant quality supplies |
| Quality management | * UNI EN ISO 9001 System certification maintenance * MOCA Regulation implementation * Ensure the correct application of the quality system * Monitoring and control of processes and products in order to reduce the causes and the costs of non conformities and claims | * Constantly update the document on risk assessment and opportunities * Implement System and Processes Improvement Actions * Implement the necessary criteria required to manufacture products in contact with foods * Respect for the environment |
| Internal resources  Personnel | * Periodic assessment of personnel competence and awareness in order to ascertain the adequacy and to identify improvements actions * Plan and implement training activities evaluating their effectiveness * 0 accidents at work propensity | * Widespread and systematic Involvement of all the employees: key prerequisite for a constant improvement, increasing their skills and stimulating and developing their participation and sharing of quality objectives * Safety at work * Willingness to understand personnel needs * Confortable working environment |
| Parties concerned | * Ensure needs and expectations of the parties involved | * Compliance with contractual relations, rules and regulations |

Quality System, in all its phases, constitutes a key element for the Direction, and for all the employees who will have to ensure a constant personal commitment in supporting the System and in checking its progress.

The DIrection is committed to the development and constant improvement of the quality system, evaluating its efficacy and ensuring:

* Quality system planning in order to achieve the goals set
* Review of the quality system adopted with measurable objectives and results
* Appropriate process of communication
* Investments in equipments and resources
* Definition of the necessary infrastructures
* A suitable work environment through the introduction of rules and procedures aimed at limiting the risk of accidents, injuries and exposure to health risks for all the staff and collaborators
* Identification of need for staff training
* Respect for the environment and sustainable development

4th March 2021 The Direction