

	<h1>QUALITY POLICY</h1>	SP05.01/1		
		Rev.	Data	Resp.
		01	19/07/23	DIR
		Last update		11/09/2024

Mission

- Customer satisfaction for the service received and the product purchased
- Transparency and respect in relations with relevant interested parties;
- Ambitious and far-sighted but nevertheless concrete and realistic targets;
- Culture of achieving a technical, professional and human standard of excellence;
- Reference point in the industry emerging in terms of service and added value;
- Ethics and integrity of each individual employee to create the strength of the team;
- Work environment based on respect of values, ensuring decision-making power and equal opportunities for personal learning and growth;
- Italian tradition, quality symbol, result of innovative technology and passion.

In order to preserve the company mission, the Executive Board implemented a **Quality Management System** in accordance with the spirit and letter of the international standard **UNI EN ISO 9001:2015**.

For this purpose, the following **objectives** have been defined for the maintenance and consistency of the QMS:

1. Meeting the needs of its staff through:

- involvement and awareness of all actors regarding quality policy;
- sharing and communication of personal needs;
- adequate working environments;
- training for common achievement of targets.

2. Meeting customer needs through:

- timeliness in interpreting the need;
- competitive prices;
- availability of our staff;
- correct management of business parameters and transparency in the information provided;
- ensure the food safety of the product dispensed.

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3. Ensure monitoring and changes in the context in which the organisation operates, applying the concept of risk-based thinking, through:

- periodic analysis of risks and opportunities related to business management;
- analysing and monitoring the expectations and needs of relevant parties;
- collection and analysis of technical and commercial data for continuous and evolutionary improvement;
- constant monitoring of risks for accurate knowledge of balance levels;
- assessment of climate change and its environmental impacts.

4. Ensuring reliable suppliers through:

- continuous research and qualification of suppliers;
- careful analysis of the Quality Level and punctuality of deliveries;
- constant involvement in the production improvement process.

The General Management is committed to pursue these principles in order to monitor internal efficiency and ensure a commitment to continuous improvement of the Quality Management System.

Paratico, 11/09/2023

Direzione Generale
Paolo Uberti