

QUALITY POLICY

Passoni Paolo e Figli management has defined a company policy for quality suitable for purposes and aims of the company which includes the commitment to meet the requirements of the quality management system and to pursue the continuous improvement of its effectiveness of the principle of sustainability.

The policy is declared in the Quality Manual and is shared with the involved parts.

In order to achieve the maximum disclosure inside the organization the text of this document is displayed in the manufacturing department, in the office and is contained in the folder "Quality Documents" of the company computer network so that every contributor can identify, recognize himself and make their own principles, goals, methods and the established indicators.

Quality Policy content is checked at regular intervals and its validity is documented by the Management in the periodic review whose results may give rise to a revision of the policy itself, of the quality goals for the individual processes and of the respective indicators and measurement criteria.

**Quality, reliability, and consistency in compliance with the commitments made.
Commitment and dedication from all the staff combined to achieve the goals set.
Propensity to the sustainable improvement**

are the main tools to be competitive on the market and also the main elements of the **Passoni Paolo e figli** company strategy whose goal is:

maximum satisfaction of the customer and of all the involved parts respecting their explicit and implicit expectations and needs.

The fundamental point of this policy is to guarantee the complete satisfaction of the customer through the systematic implementation of a quality system that complies with the requirements of the standard UNI EN ISO 9001:2015, EN 1090-1:2012, EN 1090-2:2011 and UNI EN ISO 3834: 2006, with the intent to pursue the continuous improvement of our service. Therefore this means that:

we must continually improve, always paying more and more attention to the company processes and managing the risks related to the business promoting initiatives to mitigate them.

The ability to continually improve will be measured further that verifying the achievement of the prefixed goals in the process policies, also evaluating the cost-benefit ratio whose value will be set by the management during the quality system review along with other goals identified as significant at the time of the review itself considering market situations and customer expectations.

customer must always be held in the highest consideration and we all must work by focusing our attention on satisfying his requests and interpreting his needs so that these can be translated into services that are more and more responsive to his expectations. The ability to work for the customer satisfaction

will be measured with the number of complains, the relative costs, the delay time in the evasion of the contractual agreements, customer loyalty surveys , etc as well as checking the achievement of the set goals in the process policies.

Quality is a responsibility and a personal commitment of everyone, therefore is a precise duty of managers and of each collaborator to work so that the goals set in this document, those related to the processes and those periodically defined in the management review are systematically achieved. Fundamental is the awareness of the contents of the quality system, whose level of application will be measured with the number of non-conformities and the customer complains generated by the deviation of these documents.

The management will establish the value of these indicators (numbers, percentage, costs, repetitive anomalies, etc.) during the quality system review and on this occasion it may eventually decide to identify (and quantify) further indicators.

Passoni Paolo e Figli management is aware **that quality, the environment respect and the safety of the working environment** are fundamental elements for the good execution of work activities and decisively contribute to the achievement of the a.m. goals. Therefore the management undertakes to operate in such a way as to keep the highest possible degree of security, hygiene and comfort in work environment.

Furthermore the **Passoni Paolo e Figli** management particularly cares about protection and conservation of the surrounding environment therefore it has always operated and will operate to keep the environmental impact of the emissions into the atmosphere at the lowest possible level as well as the correct disposal of waste in full compliance with the current legislation.

Passoni Paolo e Figli management formally assumes the commitment to lead a systematic and documented review of the quality system in order to guarantee the continuous adequacy and effectiveness of the same in meeting the requirements of the reference standard, the goals established in this document, those defined in the policies of the processes and those that, from time to time, in occasion of the review of the same will be defined.

The president

Brugherio, 08/01/2018

A handwritten signature in blue ink, reading "Massimo Passoni". The signature is written in a cursive style and is positioned below the text "The president".