



Quality Policy and its Objectives

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To all staff

Dear Collaborators,

We hereby bring to your attention the objective of keeping the **Company Management System for Quality updated in accordance with the Standard: ISO 9001**

The Quality Policy of PAROLA E LURAGHI SRL can be summarised in the following aspects:

- Ensure and constantly improve customer satisfaction;
- Promptly respond to market needs through a lean, flexible and competitive organisation;
- Promote continuous quality improvement by stimulating communication, reducing internal non-conformities and customer complaints;

To implement this Policy, **the Management undertakes the following commitments:**

- Planning meetings with staff at every level to inform them, sensitise them and make them responsible for the Quality System methods and the objectives to be achieved and actively involve them in the production processes. Creating and maintaining a work environment in which each employee can develop their personal skills and integrate into daily processes to promote the improvement of the quality of the product and service provided.
- Monitoring business management and plan strategies to promote the achievement of the objectives stated in the quality policy.
- Providing products and services keeping market trends in consideration. Monitoring activities that may affect the quality of the product, evaluate risks and exploit opportunities, improve the efficiency and effectiveness of processes also with the introduction of new technologies with the aim of increasing the degree of customer satisfaction.
- Monitoring processes that affect quality while keeping the following parameters under control:
 - Internal and external non-compliance of the product
 - Efficiency of production activities (production times - non-compliance - marketing times)
 - Customer reports and complaints
 - Costs arising from poor quality
 - Management of external processes

In order to ensure that the activities defined by the Quality System are carried out, controlled and documented, the Management intends to submit the QMS implemented in the company, to certification by an accredited Body in accordance with the ISO 9001 Standard.

For development and verification of the methods of the Quality System, the company has appointed a Head of Quality Management Service who relies on the collaboration of the Company Function Managers for the performance of this task.

The Management invites the staff to actively collaborate in the application of the Quality System methods and company procedures and to suggest continuous improvements of the same.