

## QUALITY POLICY

The General Direction is certain that TECNO PIU' can continuously improve the efficacy and efficiency of the Quality Management System using the Quality Policy, the goals for the quality, the improvement action plans, the internal audit, the analysis of the data obtained from the satisfaction survey with interlocutors, the associates, the customers and the re-examination. The continuous improvement, in terms of efficacy and efficiency of the business relationship, of the activities and the services provided according to the current regulation, represents the essential condition to keep on obtaining and increase the satisfaction and the cooperation of customers and employees. The company is sensitive about the involvement of all the employees in production and working quality improving proposals

According to the contest evaluation performed on July 5<sup>th</sup>, 2019, the goals for 2019-2020 are the following ones:

- Maintenance the UNI EN ISO 9001:2015 certification;
- Pursue the improving of Tecno Più customers and interlocutors satisfaction through a better understanding of their present and future needs;
- Continuously improve services and attention to customers, through the strengthening of the provided products and services;
- Sensitize to the Quality culture through distribution and forward of the survey for customers and publish the results on the website of the company;
- Technological innovation in perspective of Industry 4.0;
- Involvement of the employees in production and working quality improving proposals,

This company strategy is communicated through publication on TECNO PIU' website and it is periodically re-examined by the General Direction to verify the coherence and the eligibility on TECNO PIU' Statute.

Tavullia, 2019 JULY, 05

GENERAL DIRECTION

Laureti Stefano

