

QUALITY POLICY

FRIGERIO GIANCARLO S.R.L.

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Rev. 02

The Management
Frigerio Giancarlo srl



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The basic principle on which the Quality Policy is based is: "**maximum customer satisfaction in compliance with his explicit and implicit expectations and needs, obtained thanks to the high quality of the products and services offered**" through the systematic implementation of a Quality Management compliant with the requirements of ISO 9001:2015 and ISO 29001:2020 with the aim of pursuing continuous improvement of our products and our service.

Therefore it means that:

1. We are committed to continuously improving by creating finished products in compliance with the Customer's requirements and applicable mandatory regulations. The ability to continuously improve will be measured not only by verifying the achievement of the objectives established in the process policies, but also by evaluating the cost-benefit ratio whose value will be established by the Management in the review of the quality system taking into account the market situations and Customer expectations.

2. The Customer shall always be held in the utmost consideration and we must all work by focusing our attention on satisfying his requests and interpreting his needs so that they can be translated into products and services that increasingly meet his expectations. The ability to operate to customer satisfaction can be measured with the quantity of complaints, the related costs, punctuality in processing contractual requests and so on, as well as verifying the achievement of the objectives established in the process policies and through direct monitoring of perceived quality. Management will quantify the value of these indicators during the review of the quality system so that they are relevant, adequate and commensurate with market situations and customer expectations.

3. Quality is everyone's personal responsibility and commitment and therefore it is the precise duty of process managers by virtue of the leadership entrusted to them by the Management and of each individual operator, to work and collaborate through active participation so that the foundations are laid to ensure that the objectives established in this document, those relating to the processes and those defined periodically in the management review are systematically achieved. To this end, it is of fundamental importance not only to respect the contents of the quality system procedures (the level of application of which will be measured with the number of non-conformities and customer complaints generated by the deviation from these documents) but also through the strengthening of a culture for quality focused on Customers (both external and internal and extended to all relevant stakeholders) and improvement aimed at prevention rather than correction. During the annual Review, the Management established the value of these indicators (number, percentage, costs, repetitive anomalies, etc.).

The Management formally undertakes the commitment to conduct a systematic and documented review of the quality system to ensure its continued adequacy and effectiveness in satisfying the requirements of the reference standard and the defined objectives.

The Management defines the objectives and measurement criteria relating to each indicator.

For this purpose, the necessary resources and the most appropriate and adequate means are identified and made available to allow the Process Managers involved to operate to this end.

The Management is aware that the contribution of each operator is fundamental to achieving the company objectives, and for this purpose has assigned specific tasks and responsibilities.

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The Management undertakes to invest in education and training, so that the most suitable conditions are created for each operator to carry out their activity autonomously and to be aware of their contribution in the implementation of the quality system.

In order to fulfill the commitments indicated above, the Management is an active and available participant to:

- encourage a team-based approach to preventing defects and solving problems;
- emphasize adequate training for all its collaborators;
- recognize the responsibility of each collaborator towards Quality;
- encourage people to ask questions about processes that need improvement;
- treat collaborators as if they were customers;
- recognize each person's contribution to personal improvement and that of the company;
- exchange experience with suppliers;
- use only selected and approved suppliers;
- accept raw materials, semi-finished products and parts processed externally only if accompanied by the appropriate certifications;
- reduce waste and inefficiencies;
- evaluate and invest in new technologies for the continuous improvement of its production;
- develop and achieve Quality objectives;
- never compromise on safety in the workplace;
- review and renew this Quality Policy on a regular basis.

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The Quality Policy referring to our Company is therefore based on the following points:

- commitment to understanding and satisfying the needs and expectations, present and future, of current and potential Customers, constantly monitoring the quality of the finished products and services offered;
- knowing how to understand and take into consideration the needs and expectations of all interested parties relevant to the Quality Management System (managers, operators, suppliers, partners, companies, Control Authorities, Institutions,) by creating an organizational structure suited to the company reality, efficient and with the right mentality;
- knowing how to lead the organization towards improving its performance without ever being satisfied with the level achieved;
- knowing how to help collaborators/operators grow professionally through involvement, training and learning, continuously developing their skills and knowledge. All with respect for the person and the diversity of opinion, culture, religion, language, skin;
- know how to comply with current regulations regarding environmental protection and workplace safety.

On the basis of these elements linked to the Quality Policy, the following macro-areas of strategic objectives have been defined:

- 1) Customer requirements related to compliance and punctuality of works.
- 2) Customer expectations related to flexibility in processing and maintenance of strategic services.
- 3) Internal objectives linked to turnover and system efficiency.
- 4) Strategic objectives linked to structured initiatives for the improvement and/or maintenance of Company Management Systems.
- 5) Objectives related to other relevant stakeholders including those related to environmental compliance or workplace safety.

In addition to the strategic objectives, there are stable performance objectives associated with the individual key processes that are particularly relevant for the Quality Management System, aimed at achieving the strategic objectives.

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