

## QUALITY POLICY

This Management considers Quality, interpreted as a business process management system, the first factor for achieving company objectives and the satisfaction of all internal and external operators with whom the company relates. To this end, **F.lli Cavinato srl** has decided to adopt and implement a **Quality Policy** aimed at continuous improvement, customer satisfaction and understanding the needs and expectations of all interested parties. This policy is necessary for the formalization of the objectives and commitments to be achieved.

## OUR COMMITMENTS

- Understand the internal and external context (economic, social, regulatory, etc.) in which the company operates to identify the needs and expectations of interested parties and constantly seek their satisfaction.
- Identify in a clear and complete way the requirements of the Customers by acknowledging their needs and creating the conditions for their full satisfaction.
- Promote the competence, awareness and involvement of all operators by communicating the objectives and involving people in their achievement.
- Continuously seek appropriate and efficient solutions, processes, operating methods that allow us to be technologically and organizationally at the forefront, in all business activities affecting Quality, preventing the emergence of non-conformities;
- Give opportunities and stimulus to each collaborator through training, motivation and involvement, to contribute to the constant improvement of the Quality System;
- Operate in full compliance with contractual conditions, as well as with current legislation and legislation, with particular attention to aspects relating to safety in the workplace and the environment;
- Define clear, concrete and measurable objectives by seeking the constant improvement of processes, company performance and the ability to meet the expectations of all interested parties.
- Maintain cost levels that involve sales prices which, although competitive, allow for such profitability as to favor the experimentation of innovative solutions aimed at achieving, without compromise and effectively, compliance with the requirements and customer satisfaction.

## THE ISO 9001: 2015 CERTIFICATION

To achieve the objectives described, the Management undertakes to:

- ⌚ Provide directives and monitor the constant development, maintenance and improvement of the quality management system by working in close contact with the Quality Management Manager.
- ⌚ Ensure compliance with the obligations established by the Community directives that regulate the sector of activity
- ⌚ Communicate the objectives effectively to all internal and external interlocutors of the company.

Date

01/07/2022

The management of F.lli Cavinato srl



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