

	QUALITY POLICY		Code	PQ
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At Bossini Bortolo & Figli srl, product quality is a high-priority objective on a par with profitability. The company's management therefore undertakes to implement its Quality Policy and make this document available to anyone who requests it.

The management aims to achieve the following objectives through the use of the Quality Management System:

- Maintaining and reviewing a documented quality management system that complies with the selected reference standard (ISO 9001:2015);
- Recognising the needs of customers (whether expressed explicitly or implied) and creating a reliable product in line with the best competition;
- Meeting customer expectations;
- Aiming to ensure job satisfaction for the organisation's employees;
- Motivating workers suitably through specific training and development programmes;
- Ensuring that staff at all levels feel responsible for the quality of the activities within their remit;
- Periodically evaluating the performance of Business Management through the Quality System tools, updating and redefining the Quality Policy with new objectives in relation to the results achieved;
- Improving the efficiency of business processes while ensuring maximum customer satisfaction;
- Analysing the causes of non-compliance as a starting point in order to define appropriate corrective actions to be taken;
- Making every effort to continuously improve the quality of both the product and the production process from an organisational, operational and technological standpoint.

In this regard, appropriate methodologies are defined and implemented for the monitoring, measurement, analysis and improvement of: business processes that are critical for quality; the products/services provided; customer satisfaction. The aim is to evaluate and monitor the effectiveness and efficiency of the Quality System, as evidenced both by product quality and by management, financial and organisational performance.

Audits are carried out on a regular basis by the Quality Management Manager on the implementation of significant aspects of the Quality System in order to verify that it is functioning correctly and identify any adjustments required. Achieving the set objectives requires the active support of management processes that promote programmes encouraging sustainable development in order to define a company policy focused not only on economic/financial aspects but also on social and environmental concerns.

The company's management therefore follows a "responsible" management approach based on ethical values in order to create a policy that is compatible with the social and environmental values shared by all the company's professional resources. Furthermore, the company is committed to making constant efforts to improve the structure of the organisation, as we are convinced that the quality of the product depends in part on this.

Finally, the company intends to state that its strategies for business growth and economic development, in addition to its organisational model, are based on full compliance not only with mandatory laws, but also with all the unwritten rules that guide its activities, including fair competition, respecting the legitimate interests of customers and suppliers, safeguarding the rights of employees, and protecting the environment.

Management