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|  | <h1>Quality Policy</h1> |  | <p style="text-align: center;">Mod. 01</p> <hr/> <p style="text-align: center;">Rev.00 of 20/05/2024</p> |
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Quality Policy

The objective that DEFIL srl intends to pursue and guarantee over time is customer satisfaction. DEFIL srl, aware of the strategic importance of this objective, has established its policy in the following principles:

- Identify and undertake correctly and completely the needs and expectations of customers, translating them into clear and adequate documentation;
- Create and supply products that guarantee the satisfaction of these needs over time and in compliance with deadlines.
- Promote all actions for the continuous improvement of the company's overall performance, having its customers as the primary objective.
- Our suppliers must be involved in our quality objectives. They are, in fact, a link in our production chain.
- Each employee is included in a customer / supplier relationship within the company. As a customer, they must cooperate to improve the service of their supplier; as a supplier, they must provide the best possible service to their customer, determining their satisfaction;

The tool to support this policy in all company activities is the Quality System Management.

It is essentially made up of the will and availability of all company employees and is supported by procedures.

The Management undertakes to:

- Define an improvement plan annually that, starting from the needs of the customer and those of the market, specifies the objectives by area. This improvement plan, reported in the Management Review, constitutes an element of priority, both for the Management and for all collaborators, who therefore ensure a constant personal commitment in supporting the plan and in checking its progress.
- Promote and verify the qualification and optimal commitment of the company's human and technological resources, because the success of the company also passes through the professional improvement of individual resources at all levels.
- Minimize risks for employees and collaborators.
- Organize, maintain, support and improve a quality system consistent with the UNI EN ISO 9001:2015 standard.