

QUALITY POLICY

This Management values Quality – intended as a management system of business processes – as the first factor to achieve business objectives and satisfaction of all internal and external stakeholders with whom the company relates.

To this end, **FANTINI ITALIA SRL** has decided to adopt a Quality Policy aimed at brand consolidation, Customer satisfaction and the understanding of the needs and expectations of all the parties with whom it interacts. Such policy is necessary for the formalization of the goals and commitments to be achieved.

OUR COMMITMENTS

- *To constantly improve our product range by researching innovative solutions that can make our machines increasingly functional to customer needs and the types of technical solutions required.*
- *To ensure maximum reliability in the products and services provided to customers by guaranteeing a constant assistance covering the entire product range and all the territories of commercial coverage.*
- *To adopt risk management as a tool for preventing problems that may hinder the efficiency of the organization and the achievement of business objectives.*
- *To guarantee the compliance with rules, regulations and protection of the rights of all stakeholders.*
- *To promote competence, awareness and involvement of all operators by communicating the objectives and engaging people on their achievement.*
- *To continuously search for appropriate and efficient solutions, processes, and operating procedures that enable them to be technologically and organisationally advanced in all business activities affecting Quality, preventing the occurrence of nonconformities.*
- *To give each employee opportunities and incentive through training, motivation and involvement, and to contribute to the continuous improvement of the Quality System.*
- *To operate in full compliance with the contractual terms and conditions, as well as current regulations and legislation, with particular attention to safety and environmental aspects.*
- *To define clear, tangible and measurable objectives by pursuing constant improvement in processes, of company performance and the ability to meet the expectations of all stakeholders.*

ISO 9001:2015 CERTIFICATION

In order to achieve the objectives described above, the management is committed to the following:

- ❶ *To provide guidelines and oversee the ongoing development, maintenance and improvement of the Quality management system by working closely with the Quality Manager.*
- ❷ *To ensure compliance with the obligations required by the EU directives governing the business sector.*
- ❸ *To effectively communicate the objectives to all internal and external stakeholders of the company.*