

QUALITY POLICY

With the aim of enhancing its cognitive, technical, and human heritage, ITALMEC ELETTRONICA SRL has equipped itself with a Quality Management System based on the international standard UNI EN ISO 9001. This involves the company's commitment to design, implementation and continuous improvement of a business management system that considers and satisfies a heterogeneous set of requirements, consisting of:

- Requirements of UNI EN ISO 9001: 15
- Mandatory requirements applicable to the business activity.
- Other business requirements.

Quality is as a corporate value in which everyone is reflected, while the tools provided by the management system must be a support to improve one's job. The Quality Management System, to ensure maximum added value to business processes, must guarantee the improvement of methodologies and technologies, the re-evaluation of human resources, the acquisition of the most appropriate technical knowledge, the accurate management of information on achieved results.

ITALMEC ELETTRONICA SRL adopts the philosophy of continuous improvement, taking advantage of all the indications obtained from the systematic detection of its weak points.

The reference points of the management system are the documented information relating to ITALMEC ELETTRONICA processes and their planning and control as a management tool for every business activity.

The core values of ITALMEC ELETTRONICA SRL's policy are dedication to the customer and interested parties, professional excellence, the reliability of the products and services offered, transparency, fairness, innovation, creativity.

The guidelines of the company Quality Policy, written and kept updated through this document, translate into precise commitments by the Management, which establishes as follows:

- It is necessary to guarantee the evolution of products while ensuring, at the same time, the maintenance of the high level of reliability achieved.
- Thanks to the stability achieved over the years, the products have reached high quality levels with full customer satisfaction and with percentages of returns under warranty attested to 0.3% on an annual basis; it is necessary to undertake to guarantee the maintenance of these high-quality standards.
- It is necessary to show availability, manage customer requests competently and use all the necessary tools to expand the number of those who rely on ITALMEC ELETTRONICA SRL for the solution of their needs.
- The operational management of ITALMEC ELETTRONICA SRL has direct responsibility for the Quality Management System, undertakes to periodically set the concrete and achievable objectives indicated in the "Management Review" document, to make all resources (human, technical and financial) necessary for the pursuit of the objectives and to verify their achievement through the system review tool.
- It is ensured that in the processes in place the needs and expectations of the customer are very clear and that their degree of satisfaction with the products / services supplied is detectable.
- A constant control on the products quality is ensured, in advance, through verification actions in the salient phases of the design, and systematically, on each model made, at the end of the production cycles.



- The management of ITALMEC ELETTRONICA SRL undertakes to ensure that the guidelines outlined here are disseminated and assimilated by all the personnel operating at different levels, using all the internal communication tools activated.

Each person working within ITALMEC ELETTRONICA SRL is called to actively participate in the commitment deriving from this policy: the awareness and sense of responsibility of each must always be fueled by the certainty of obtaining constant optimization of their performance. Specific objectives derive from this policy, which are periodically reviewed as part of the Management Review.

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