

# Quality Policy

The Quality Policy is a document drawn up by Vetrierie Riunite's Management where the commitment to maintain and improve our Quality System up to our customers' expectations finds its official acknowledgment. This document represents a guideline for all decisions to be made in relation to Quality Management and in compliance with the Company's mission. It also represents the tool by means of which the Company expresses its position in relation to share holders, employees, customers, suppliers and the community, and finally it establishes the targets pertaining to the different levels and functions.

The Company's targets are the following:

## **1. Continuous Improvement**

- Develop and maintain a Quality Management System as a tool to achieve the goals, fulfill their commitments to promote the continuous improvement of business processes, to ensure compliance statutory and regulatory requirements for products and related services.

## **2. Customer focus**

- Achievement of customer satisfaction supplying first class products at competitive prices.
- Accurate identification of customer's needs and expectation in terms of engineering, logistics and timeliness in order to fulfill all commitments.

## **3. Maintain a high level of service for the customer as product safety and regulatory correspondence**

- Expertise and promptness of assistance, in order to be considered partners to our customers.
- Screening and measurement of the level of service.
- Ensure the customer about the safety of the product by the continuity of production and supply providing high standards.

## **4. Empowerment**

- Team work attitude and safe working environment.
- Fast and accurate internal information exchange.

## **5. Optimization of production and management process**

- Constant attempt to optimize the process in order to reach the maximum level of efficiency and accuracy.
- Screening of the process and further improvement of the markers.
- Organization of work teams for analysis and implementation of constant improvement concepts.
- Pro-active mutually beneficiary relationship with suppliers to guarantee high standards of quality and further increase the value of our products.
- Encouragement and support to our suppliers in order for them to adopt standards of excellence in terms of quality, timeliness, safety and environment.
- Constant research. Development of high quality products using the best raw materials available and up to date technologies.

The Company Management undertakes to furnish the necessary means for the Quality Policy to be spread, understood and re-examined in order to guarantee its constant adequacy.

Colognola ai Colli, January 20, 2021

Operations Director  
*Ing. Stefano Vitti*