



O.M.S. dei F.lli Maina S.p.A.

QUALITY POLICY

Our daily commitment is based on the promotion of the quality of work, the close and effective collaboration between the company resources. The continuous improvement of the products, services and activities that constitute all the company processes through the identification, monitoring and periodic review of the relevant external and internal factors: the stakeholders and their respective needs, the risks and opportunities, and the relative management to provide support to the Organization protecting the valuable corporate assets.

For the continuous improvement of the business performance, we commit ourselves:

- To ensure that all activities are carried out and continuously improved in compliance with the Customer's requirements and all applicable requirements;
- To operate in compliance with all laws, rules and regulations by applying and systematically improving the Quality Management System and the company processes;
- To ensure compliance with the laws, regulations and applicable standards (UNI EN ISO 9001) to our activities, to safeguard the health and safety of our employees and the community, for the protection of working conditions and the environment, including the prevention of pollution and accidents at work.

For the definition of the improvement objectives of the company performances, we stick to the following criteria:

- Continuous monitoring of company activities with particular reference to compliance of product requirements considering the needs and expectations of all involved parties;
- Promotion of involvement, awareness and information-training about the "customer satisfaction"; product compliance, improvement of the management system and all business processes;
- Promotion and maintenance of a maximum collaboration and transparency relationship with workers, customers, suppliers, the community and institutions;
- Improvement of the product and the offered services in order to increase customer satisfaction.

In order to achieve the pre-set objectives, during the System Review phases the following indicators are measured:

- Customer complaints trend and "customer satisfaction" trend;
- Product / process non-conformity trend;
- Performance of company processes specific indicators;
- Performance of Internal Audits results;
- Checking of Suppliers Performance.

The numerical objectives are established by the Improvement Plans issued during the Management System Review, which contain the measurement criteria, the necessary resources, the development times planning and which are disclosed to everyone involved.

The Company Management