

## Quality Policy

Rev. 22 (01-12-23)

Our Quality Policy, has been defined in compliance with the requirements of the ISO 9001:2015 standard, is the company reference document that expresses the intentions of the Management regarding the basic requirements that the Quality Management System implemented in the company and represents its philosophy.

The Management has developed the Quality Policy being aware of:

- The background in which the company operates;
- The the expectations of the relevant interested parties;

and keeps any changes under control to identify any up-date that can be needed.

This document makes official in a nutshell the commitment of the Filtomatic Fasteners srl Management to ensure that the company meets all needs:

- by law;
- of customers;
- of the interested parties.

The Guiding Lines and primary strategic objectives, which the Management has identified for its Quality Management System and which it grant to ensure, by providing the necessary human, technical and financial resources, are:

- **Full customer satisfaction:** it guarantees to every customer a quality, reliable, safe, and flexible service, developing the ability to answer and if possible anticipate the needs and expectations of the customers themselves, identifying, implementing and optimizing their business processes, persevering with continuous improvement, monitoring their level of satisfaction, managing complaints and promoting initiatives for their information and involvement.
- **Compliance with mandatory regulations:** ensure full compliance with mandatory regulations and any voluntary commitments undertaken, ensuring that new regulations are kept up to date, operating in terms of environmental safety and hygiene and promoting a proactive approach to environmental problems and safety.

- **Involvement and enhancement of human resources:** to communicate, explain, support, involve, provide adequate training, define skills and responsibilities and grant adequate authority to ensure that the employee, in relation to their role and competence, feels personally involved in the implementation of the Quality Management System.
- **Seek for continuous improvement:** as a strategic solution for full customer and interested party satisfaction, it uses work and analysis tools such as the Deming Cycle and "Risk Based Thinking".
- **Financial stability:** in planning activities and investments Filtomatic Fasteners srl takes into consideration the financial aspect and evaluates the cost-benefit ratio, thus ensuring Filtomatic Fasteners srl and its customers and suppliers financial solidity, continuity of supply and technological innovation.
- **Supplier evaluation:** establish and maintain a relationship with suppliers based on mutual trust, involving the supplier in company processes and seeking optimal and innovative solutions, always keeping respect for the environmental and safety aspect as a first target.
- **Promotion of quality culture:** develop an adequate corporate quality culture to pursue the best performance results in the quality area.

In order to achieve the above indicated general objectives, Filtomatic Fasteners srl aims to work in compliance with the requirements of the ISO 9001:2015 standard and carry out verification, modification and prevention actions on the performance of activities that have an influence on quality, safety, health and environment.

Following this purpose, the Management defines the specific objectives for each company process by inserting them in the Quality Improvement Plan Procedures (which is drawn up annually) and evaluates their progress by checking every related index by the Annual Quality Review and during meetings that involve the whole Quality Improvement Group.

This Policy is disclosed to every employee and available to anyone requests it.

Correzzana, 01/12/2023

**FILTOMATIC FASTENERS SRL**

Stefano Perego  
Amministratore delegato

