

## QUALITY POLICY

In order to increase customer satisfaction, through compliance with the requirements defined by the customer, V.MARIOTTI s.r.l. has defined its Quality Policy based on the basic principles of the standard UNI EN ISO 9001:2015 and the guiding principles for business, which have always fuelled the desire to be a leader in the market.

V.MARIOTTI s.r.l. Quality Policy:

- a) is appropriate to the purposes and context of the organisation and supports its strategic direction;
- b) constitutes a reference framework for setting quality objectives;
- c) includes commitment to comply with the applicable requirements;
- d) includes commitment to the continuous improvement of the quality management system.

Compliance with these requirements is intended to achieve:

- continuous satisfaction of customer expectations and requirements;
- involvement and professional growth of personnel;
- cooperation and involvement of suppliers;
- the process vision for internal organisation;
- the ability to deal with risks and opportunities associated with the context and the objectives (Risk-Based Thinking);
- the strategic vision of the Management, that highlights the central role of the Quality Management System for business development.

The General Management of V.MARIOTTI s.r.l. has defined the following objectives of the Quality Policy as strategic:

- increasing customer satisfaction;
- continuous training of personnel to increase their skills and satisfaction with their role;
- ability to always offer each customer the best possible product within the agreed timescale;
- identification, collection, handling and processing of company data, essential for the correct management of the company;
- compliance with laws, compulsory requirements and contractual requirements;

V.MARIOTTI s.r.l. is also committed to:

- development of competitiveness;
- commitment and professionalism of people;
- gradual and progressive innovation development;
- an entrepreneurial spirit that favours growth through the choice of planned and wise investments.

The Management is committed to spreading the Quality Policy towards personnel, by displaying it in a visible place and making it available to relevant interested parties, as appropriate.

Grugliasco, 11th April 2018

The General Management

Module 05M01A-0  
Reference procedure 05P01

  
  
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