

QUALITY POLICY

With the aim of increasing customer satisfaction through compliance with the requirements defined by the customer, V.MARIOTTI s.r.l. has defined its Quality Policy by basing it on the basic principles of the UNI EN ISO 9001:2015 standard and the entrepreneurial inspirational principles, which have always fueled the desire to be a market leader.

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

- a) is appropriate to the purpose and context of the organization and supports its strategic directions;
- b) provides a framework for setting goals for quality;
- c) includes a commitment to meet applicable requirements;
- d) includes a commitment to continuous improvement of the quality management system.

Compliance with the above requirements is intended to achieve:

- ☐ The continuous satisfaction of the Customer's expectations and requirements;
- ☐ Staff involvement and professional growth;
- ☐ The cooperation and involvement of suppliers;
- ☐ The process view of the internal organization;
- ☐ The ability to address risks and opportunities associated with the context and objectives (Risk-Based Thinking);
- ☐ Management's strategic vision, which 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 Quality Policy objectives as strategic:

- ☐ increased customer satisfaction;
- ☐ ongoing staff training to increase skills and satisfaction with their role;
- ☐ ability to always offer each customer the best possible product within the agreed time frame;
- ☐ identification, collection, management and processing of business data, essential for the proper conduct of the enterprise;
- ☐ compliance with laws, mandatory requirements, and contractual requirements;
- ☐ design and development of new products to cover the demands of the market;
- ☐ *consideration of climate change aspects.*

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

- ☐ development of competitiveness;
- ☐ commitment and professionalism of people;
- ☐ development of innovation, gradual and progressive;
- ☐ entrepreneurial spirit that fosters growth through the choice of judicious and planned investments.

Management is committed to disseminating the Quality Policy to staff by posting it in a visible place and making it available to relevant stakeholders as appropriate.

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