

# QUALITY POLICY

The company M.C.T. srl, in line with its corporate philosophy based on its ability to continuously adapt to market needs, decided in 2016 to comply with the requirements of the UNI EN ISO 9001: 2015 standard, with the aim of identifying and meeting the expected needs of customers and relevant stakeholders, to gain competitive advantages and to achieve, conserve and improve organizational performance and capabilities.

The following Quality Policy is therefore born as a commitment of the General Management, also through the work of all staff, in obtaining and maintaining the certification to the UNI EN ISO 9001: 2015 standard which includes:

- The continuous satisfaction of the needs of its Customers and of the relevant parties for the quality of the company;
- The continuous satisfaction of the requirements of the products that impact the company quality management system;
- Continuous attention to the needs of employees in order to establish and maintain a peaceful environment to allow behavioral and professional growth; in this regard the Code of Ethics has been drawn up and has been delivered to all employees, who must share it; if any employee does not behave appropriately to the code, the Company intervenes promptly as established by the relevant CCNL.
- Continuous improvement of its performance, optimizing internal business processes.

To ensure understanding and sharing, this document is disseminated at all levels of the organization through internal informational meetings, the presentation of this document within all company bulletin boards, so that it is clearly visible and readable by every employee and publishing it on the company's website.

M.C.T. Srl believes that quality is "a way of being, a mental attitude and an operating modality based on participation, involvement, mobilization of all company energies towards a final goal: continuous improvement and the satisfaction of its customers".

**M.C.T.srl** defines and annually reviews to ascertain the continuity of the quality as:

- Respond to customer needs, which translates into:
  - Ensure compliance with contractual, technical and qualitative requirements;
  - Increase the reliability of the product and the service;
  - Consolidate customer satisfaction;

- Develop and optimize processes and know-how.

QUALITY

- **Training and resources**, which form the basis for achieving the Quality objectives and are translated into:
  - Strengthen the level of competence, professionalism, involvement and motivation of employees;
  - Promote the cultural growth of the company and the search for the causes of the problems that occur;
  - Insert and train young people to keep themselves competitive in the future;
  - Make available adequate resources (facilities, vehicles, facilities, equipment, machines and equipment) with effective investment management;
  - Ensure a high level of maintenance, safety and reliability of the means available;
  - Ensure a favorable work environment;
  - Maintain the level of supplier performance.
- **STRATEGY**, which is focused on:
  - To achieve continuous improvement of services;
  - Promote problem solving and preventive activity;
  - Systematically measure performance to increase results;
  - Consolidate the corporate structure and size;
  - Increase the number of customers and understand the needs of the market.

The General Management appoints Ms Daniela Actis Dato as the Management Representative.

POLICY

The General Management favors the application, improvement and development of the Quality System and strives to ensure that the principles of total quality contained in the procedures and instructions are disseminated, understood and shared by all employees and collaborators.

Caluso (TO) 30.05.2018

Management

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