

**Tecnostampi italiana s.r.l.**  
**COMPANY QUALITY POLICY**

The quality policy pursued by **Tecnostampi Italiana srl** is based on the principle that the development and application of the "**Quality Management System**", in compliance with the UNI EN ISO 9001: 2015 standards, represents the main factor of excellence and competitiveness of the society. To this end, the Management of **Tecnostampi Italiana srl** has established the following fundamental guidelines:

- allocated the funds and made available the personnel and tools necessary for the implementation of the Quality Management System which will be constantly monitored and periodically assessed, measuring the achievement of the objectives set for the controlled processes.
- **Tecnostampi Italiana srl** pays the utmost attention to customer requests and expectations, to the requirements of applicable rules and regulations and to the continuous improvement of the organization and satisfaction of the customer and interested parties.
- **Tecnostampi Italiana srl** pursues quality in all phases of each process, where each employee is involved in achieving the objectives. - The Management periodically verifies that this policy is appropriate for the purposes and the company context, implemented and shared at every level of the organization, establishing objectives for continuous improvement and customer satisfaction.

**To comply with this, the Management undertakes to:**

- Periodically analyze the company context in which it operates
- Carry out an assessment of business risks and define the rules for their reduction, repeating the same periodically
- Set stimulating goals and targets that create a clear vision of the organization's future · provide staff with the necessary resources, training and the freedom to act responsibly
- foster communication between the different levels of the organization
  - take into account the needs of all stakeholders, including customers, property, staff, suppliers, local **Communities and the general public In order for these objectives to be achieved and maintained, the following are envisaged:**

- specific periodic meetings - technical and qualitative improvement plans - involvement of selected suppliers and external collaborators in Company Quality policies - internal and external audits of the Quality Management System. As part of the quality policy and strategies, Tecnostampi Italiana srl therefore pursues the following PRIORITY OBJECTIVES - defined on clearly identified and measurable parameters:

- **expansion of market shares - new services, new sectors, new customers**
- **reduction of customer complaints, monitoring of customer satisfaction**
- **optimization of order fulfillment times and respect for service delivery times**
- **professional growth of the work team and improvement of technical skills.**

These objectives are contained in the Improvement Plan, which represents the main management tool for translating and implementing the principles of Quality.

*Erba, 6 giugno 2022*

**LA DIREZIONE**  
(Pierluigi Milani)

