



# QUALITY POLICY

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In order to retain and enhance customer satisfaction as well as that of other stakeholders, the company's objectives are to make sure that we provide practical, safe, and reliable products as well as to provide a continuous, punctual, and flexible service that will meet customer requirements and go beyond their expectations.

To this effect, Management believes that it is essential across all levels and departments to coordinate and intensify our activities in order to ensure the correct implementation of business processes and improve the efficiency with which they are managed, by supporting Management in:

- Planning, implementing and constantly improving our Quality Management System, in compliance with Standard UNI EN ISO 9001:2015 regarding planning operations, manufacturing and installing machinery and systems for processing and packaging tomatoes, fruit and other produce for pulping.
- Identifying, analysing and assessing any risks and opportunities while having a clear understanding of the context in which our Company operates, in particular with regard to the needs of stakeholders.
- Generating positive economic results by analysing data and information in line with the strategic objectives set by the Board of Directors.
- Promoting and developing new products, reviewing those which are part of our existing portfolio with the aim of meeting the ever-changing needs of the end user.
- Promoting within the Company, through training and development programmes, a culture of quality and an awareness of the business objectives and the means by which they are achieved, by constantly striving to improve our overall performance and by using quality as a means of speeding up the business integration process already under way.
- Achieving the proactive involvement and commitment of all the staff who carry out activities associated with improving the quality and reliability of the products we develop.
- Identifying, assessing and involving suppliers, by establishing a relationship of mutual trust and collaboration in order to guarantee their commitment to constantly improving the quality requirements of the product or service acquired as well as of the terms of delivery required.
- Meeting customer needs and complying with legal or statutory requirements relating to products, processes, and activities.

Our Quality Management System is a key business tool which has been planned and implemented with the aim of achieving the quality objectives expressed and is regularly reviewed to check its suitability and efficiency.

Parma, 30 May 2018

CEO

Alessandro Merusi