

Revision
February 2023

The management of **S.C.S. Srl** is aware that the market shows increasing needs for quality, performance, reliability, safety, timeliness, punctuality, flexibility and cost containment. Complex external and internal contextual conditions in which the organization has to move expressing an effective leadership in the control and management of risks and opportunities connected to the markets and to the general socio-economic conditions. New challenges to deal with the fair involvement of all the interested parties in a perspective of sustainability, diligence and participation to reach the established targets.

INSTRUCTIONS AND TARGETS

- Adopt and maintain an effective Quality Management System in processes, products and in the services of the context where S.C.S. operates, in compliance with the legal requirements of the applicable regulations and with other provisions that the Company decides to subscribe voluntarily.
- Define the responsibilities assigned to all company functions, verifying that they have been understood and applied.
- Ensure the availability of the resources, information and knowledges necessary for the functioning and the control of the processes through periodic training activities aimed at informing the employees about the importance of their activities and how they contribute to reach the defined targets.
- Motivate and involve all the staff so that they mature an ever-growing awareness of the importance of one's role, promote shared values and proper models of conduct aimed at reducing the risks related to the activities carried-out.
- Define and disclose clearly documented information to ensure an effective and efficient functioning of the processes and the control of the products also in terms of health and safety at the workplace and for the environment.
- Understand and strengthen the relationship with the customers and the other interested parties, improving their satisfaction thanks to products and services corresponding to the expectations.
- Define improving targets and periodical monitoring of the obtained results, sharing them with the interested parties.
- Identify the causes of non-compliance and ensure rapid and effective responses.
- Carry out audits to verify the implementation and effectiveness of the Management System for Quality and its compliance with this Policy, ensuring the adoption of appropriate corrective actions to remove any causes of inadequacy of the Management System.
- Select and qualify suppliers of products and services that have an impact on the final quality of the processes and products involving them, as far as they are concerned, in the achievement of company targets.
- Identify the needs of technological innovation to develop new products and processes according to the market expectations.

We ask to everyone involved for an active and continuous collaboration for the implementation of the logics and indications that we have here expressed.

This Policy must be made available to all internal and external interested parties.

Pontoglio, 08 February 2023

General manager
Mario Rodegari

