

Quality Policy

It is **Eurotermo's** belief that implementing and maintaining a Quality Management System over time is essential for establishing objectives consistent with the business initiative, respecting the commitments undertaken with the Customer, optimizing the use of resources both internally and externally, and promote the continuous improvement of company processes through programming and constant and punctual monitoring

For this reason, the whole organization, with the constant support of the Company Management, finds its strength in the constant attention to the customer and in the continuous improvement of the products supplied to the same.

Eurotermo, is aware that in order to operate in an increasingly competitive manner in the market, taking into account the context in which it operates, it is necessary to maintain active and implemented a Quality Management System, with the following key points:

- the central role of the customer both in the analysis of requests/requirements and in the supply of the product;
- the continuous improvement of the quality of its products;
- prevent any complaints from the customer;
- spreading the culture of quality at all levels of the organization;
- continuous improvement of the effectiveness and efficiency of processes;
- safeguarding the work environment, the health and safety of workers;
- obtaining economic results suitable for achieving the objectives;
- compliance with the applicable mandatory requirements (especially in terms of correct application of new regulations, legislative and/or ministerial decrees) and the directives of the company management.

Eurotermo is therefore committed to:

- act in full compliance with the rules and laws in force applicable to the organization's activity sector;
- pursue the continuous improvement of results by translating the requirements of the UNI EN ISO 9001: 2015 standards into the manual, into the procedures and in the operating instructions that may be implemented;
- increase customer satisfaction through a timely and constant analysis of complaints and customer feedback data, in order to translate the results obtained into improvement targets for the various processes;
- keep the quality of the products supplied under control through systematic monitoring and process measurement activities (also in collaboration with the customer);
- measure the performance of the Quality Management System through the analysis of data and information received from the organization's feedback system;
- involve all staff and collaborators through constant training and information on organizational and managerial culture and techniques in order to pursue continuous improvement of the processes;
- implement at all levels of the organization as indicated in the Organizational Model and in the Ethical Code according to the Legislative Decree 231/01
- define improvement objectives in the various company areas whose achievement status is monitored.

For the creation, development and maintenance of a Quality Management System, the Company Management undertakes to assign adequate resources and delegations of responsibility to the entire organization, also implementing the prevention and control of organizational effectiveness.

This Quality Policy is made known to all staff by posting it on the notice board and it is checked and updated according to the evolution of the relevant legislation and company activities during the Management Review. It is also made available to relevant interested parties by sending it via email if requested.

The Company Management
Brescia, July 29th 2020