

## **1 Introduction.**

This document is reviewed and updated when Management Reviews are issued or in the event of significant changes in the business environment and strategies, and is submitted by the Management in the persons of Mr. Nicola and Ms. Daniela Cescutti.

## **2 Purpose.**

The purpose of this document is to formalize the general guidelines indicated by Management with regard to quality: in fact, it indicates internal and external company strategies and objectives for quality.

## **3 Summary:**

- 1 Introduction.
- 2 Purpose.
- 3 Summary.

## **4 Quality policy.**

Management is committed to communicating company policies to the organization and verifying their understanding, as well as conveying the importance of complying with customer requirements and applicable regulatory requirements.

The tools identified are the Quality Manual and internal communications. In addition, through management review, it ensures constant monitoring of quality content and objectives.

Management intends to activate all the resources necessary for the correct application and maintenance of its quality management system, so that it is effective and efficient and pursues the following strategic objectives:

- maintain an adequate quality management system that allows activities to be measured, adopt a process risk/opportunity approach, mitigate and neutralize problems, and provide management with suitable elements for carrying out reviews,
- pursue continuous improvement in all areas and maintain quality levels, particularly in the medical field,
- continuing the ongoing professional improvement of its operators to strengthen the company's technical and managerial footprint,
- meeting the expectations of the owners with regard to business results.

For flexible hoses:

- maintaining and consolidating the primary position on the market with regard to the production of flexible hoses;
- improve process management through continuous improvement techniques;
- reduce delivery delays to ensure customer satisfaction;
- maintain customer satisfaction levels;
- maintain staff satisfaction levels;
- consolidate the use of the automatic hose cutting machine with vision system;
- maintain a high level of staff training through meetings and courses on workplace health and safety, the environment, quality, and current regulations applicable to the devices manufactured by the Organization.

For the turning shop:

- seek to increase production volumes by finding additional customers;
- maintain and consolidate the production efficiency of CNC machines;
- improve and automate, as far as possible, dimensional checks in production;
- reduce and in any case keep stable customer complaints in terms of PPM (parts per million);
- reduce and in any case keep stable internal rejects in terms of PPM (parts per million);

- maintain customer satisfaction levels;
- maintain staff satisfaction levels;
- ensure batch traceability from raw material acquisition to production and delivery of products to the customer;
- consolidate production management data collection (productivity, internal waste, and machine downtime) using dedicated software for the TN department;
- maintain and consolidate, optimizing where necessary, the management system for entering data relating to productivity, scrap, and machine downtime directly on the machine, optimizing the management of parts that require multiple processing stages on different types of machine tools. Consolidate the recording of scrap during the finishing and/or final inspection phase before shipment to the customer;
- Maintain and consolidate the digitization of technical drawings and control plans in order to have a digital archive of production details in the TN department;
- Implement and optimize the production planning process with the help of the company management system, associating this activity with the individual production batches for each customer, retrieving the data loaded into the system (production cycle for each code, CNC machine, etc.). The goal is to obtain the production schedule with the start and end dates of activities, dynamically monitoring the progress of production;
- Optimize the process of monitoring and highlighting issues reported by customers (customer complaints) with the help of the company management system, associating this activity with individual customers, product codes, and production batches. The goal is to obtain automatic visualization during the registration of new production, filtered by product family, in order to immediately highlight previously encountered issues to staff so that they can be verified and eliminated.
- Maintain and consolidate the development of the CNC program management and archiving process with the help of the company management system, associating this activity with individual customers, codes and their revision index, and individual machines or groups of machines created in advance. The objective is to achieve the management, visualization, and traceability of the programs created, with archiving directly on the management site with access for the personnel involved;
- expand the machine fleet of the production site with the aim of gradually adding new machines and personnel based on work forecasts that will be monitored throughout the year;
- Maintain a high level of staff training through meetings and courses on workplace health and safety, the environment, quality, and current regulations applicable to medical devices manufactured by the Organization.
- The Organization recognizes climate change as a critical factor in business strategies, reflecting a growing awareness of the importance of sustainability and environmental responsibility in the context of quality and business management.

The strategic objectives listed are equally important and the Management is committed to providing the necessary resources to achieve these objectives.

The Management is committed to raising awareness within the organization of compliance with applicable mandatory requirements and to ensuring that customer needs and expectations are identified, converted into requirements, and met.

In order to pursue the above objectives, the Management delegates:

- to the Quality Manager, the responsibility and authority to draw up company procedures, carry out internal audits, report annually to the Management on quality performance, and verify the correct implementation of all other self-control tools;
- the managers of the Flexible and Turning departments with the responsibility and authority to apply the Quality Management System within their areas of competence, with the obligation to report annually to the Management on quality performance in their areas of responsibility.